

WorkKeys Internet Version Test Administration and User Guide

ACT endorses the *Code of Fair Testing Practices in Education* and the *Code of Professional Responsibilities in Educational Measurement*, guides to the conduct of those involved in educational testing. ACT is committed to ensuring that each of its testing programs upholds the guidelines in each *Code*. A copy of each *Code* may be obtained free of charge from ACT Customer Services (68), P.O. Box 1008, Iowa City, IA 52243-1008, 319/337-1429.

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Introduction

This manual provides you with information to ensure that WorkKeys[®] Internet Version testing is conducted according to ACT standards, policies, and procedures.

Please read this manual and be familiar with the contents before administering assessments. Web based training is also available, and highly recommended. Please contact us at 1-800/WORKKEY (967-5539) to obtain the link to the web cast. If you have any questions regarding the computer administration of the WorkKeys assessments, please call the ACT help desk at 1-800-498-6485. This help is available 24 hours a day, 7 days a week.

Arrangements for Testing

Planning Your Test Administration Schedule

The WorkKeys system is designed to be a flexible system of assessments administered on a schedule determined by the Administrator. It is the responsibility of the user to contact the Administrator to schedule a test day and time. It is the responsibility of the Administrator to make the test center available to WorkKeys users.

The standard testing time is **55 minutes** for each of the *Applied Mathematics, Applied Technology, Locating Information* and *Reading for Information* assessments. The standard testing time is **30 minutes** for the *Business Writing* assessment.

Allow additional time of 20-30 minutes for registering an examinee, assigning an examinee to a group, logging the examinee into the test system, allowing the examinee to become familiar with the testing process via the tutorial, and printing a score report after the examinee has completed testing. Make adjustments in your time scheduling to ensure that you have a realistic schedule. If possible, build a few extra minutes into each session for examinee questions.

If you are administering several sessions "back-to-back" in a continuous schedule, you should allow a 5-10 minute break between each session.

Since ACT does not administer the WorkKeys assessments, it is necessary that the Site Administrator work with examinees to determine if an accommodation, such as extended test times, is approved. If accommodations are approved, the Site Administrator must schedule the additional time required for that accommodation.

Testing Staff

Give careful consideration to selection of appropriate persons as testing staff. They must be responsible individuals, be familiar with standardized testing practices, and be able to handle prohibited behaviors and emergency situations. If the WorkKeys assessments are administered in more than one room, you will need a room supervisor in each room to monitor examinee activities. Be sure that all personnel assisting you are familiar with the contents of the *Administrator's Manual*.

ACT considers the following activities prohibited:

- Looking at someone else's computer screen
- Giving assistance or receiving assistance
- Using notes

If you SUSPECT an examinee is engaged in any of the above activities, discreetly warn the examinee that these actions are prohibited. Continue close observation. Document your suspicions and actions on the Testing Irregularity Report located on the last page of this manual.

Accommodations for Examinees for Whom English is a Second Language

Examinees for which English is a second language may use a foreign language dictionary. The examinee must supply the dictionary. The test administrator must check the dictionary, both before and after testing, to ensure that it does not contain notes or other unauthorized testing aides.

Bulletin Boards

Check each testing room to make sure that maps, periodic tables, posters, charts, and bulletin board materials related to the subjects of the assessments are removed or covered.

Materials Supplied by the User

The user is responsible for providing the following:

- Calculator, if taking the Applied Mathematics assessment
- Social Security number or employee/student ID number
- Driver's license or other picture identification

Materials Supplied by the Test Site

The test site is responsible for providing the following:

- Scratch paper and pencil
- Computer equipment
- · Calculators, if users cannot supply their own

Computer Hardware/Software Requirements

Contact your local IT specialist and provide him or her with the following list of required network, hardware, and software requirements. It is imperative you as the Administrator work with your local IT specialist to determine whether or not your computer system is capable of running the WorkKeys Internet Version.

Hardware/Software Requirements

Operating Systems and Internet Browsers:

- Windows 2000 (Service Pack 4) with Internet Explorer 5.5 or 6.0
- Windows XP (Service Pack 2) with Internet Explorer 6.0
- Windows 2000 or XP with Firefox 1.5
- Macintosh OS/10.3 with Firefox 1.5

Screen Resolution:

1024 x 768 color display

Network:

Broadband Internet connection

Additional Software:

Adobe Acrobat Reader

Test Administration Guidelines

Electronic Devices

Remind users to turn off pagers, cellular phones, and/or wristwatch alarms to avoid distracting other users.

Guessing

Instructions about guessing are in the onscreen directions. If users ask about guessing, refer them to the onscreen tutorial. Do not comment on or add in any way to the tutorial directions.

Test Monitoring Responsibilities

All testing staff, room supervisors, and proctors are to **remain attentive** to their testing responsibilities throughout the entire administration. Users must feel that the staff is doing all they can to provide a comfortable testing environment. To protect the validity of individual test scores and maintain the security of the test materials, the following must be observed:

- Walk around the room during testing to be sure users are working on the correct assessment and to prevent prohibited behaviors.
- During the assessment, do not read or engage in any tasks not related to the administration of the assessment.
- Do not engage in conversation during the assessment or allow unauthorized personnel into the testing
- Do not leave a testing room unattended at any time.

Irregularity Report

The Testing Irregularity Report should be used to record any test administration irregularity that may affect user scores or the interpretation of the WorkKeys results, or that result in voiding one or more assessments. The Irregularity Report can be completed and submitted online at http://www.act.org/workkeys/forms/cbt.html. A paper copy of this report can be found on the last page of this manual and can be faxed to 319-337-1585. Always keep a copy of your completed forms on file for future reference.

Types of Irregularities:

- · A user becomes ill and discontinues testing.
- A user is giving or receiving assistance.
- The assessment is mistimed.
- A user is using an unauthorized testing aid.
- A disturbance or distraction occurs that could affect the scores of one or more users.
- · A user questions an item.
- The computer malfunctions or the electricity fails.
- A user is moved due to suspected behaviors.

Testing FAQs

Why maintain security?

Exercise vigilance concerning the security of all assessments before, during, and after administering them. Any security breach should be reported to ACT immediately.

There are two important reasons for maintaining security. The first reason is *fairness*. If someone gains unauthorized access to an assessment form, an examinee may receive scores that do not accurately reflect his or her skills in the area being assessed. This would be unfair to other examinees as well as to the examinee whose skills are being assessed, and would be misleading to anyone who uses the scores to make decisions.

The second reason is *economy*. When the security of an assessment form is compromised, the form is usually withdrawn and must be replaced by a new form. High-quality assessments are expensive to produce. The compromise of an assessment form significantly increases the cost of developing and maintaining assessments.

What is the best way to maintain secure assessments?

The best way is to maintain control. By planning in advance how you will protect the assessment materials in your custody, you will be able to avoid most security problems.

Who are "authorized individuals"?

Other than the examinees during the testing session, the staff responsible for administering the assessments are the only persons authorized to handle the assessment materials.

How can security be maintained while the assessment is administered?

All information necessary for a secure administration is provided in this manual. If an examinee has a question about a particular item, the item number should be noted on the Testing Irregularity Report and the examinee instructed to select the best response. Testing staff should not attempt to evaluate or interpret an item for an examinee.

May the staff discuss the answer to a particular item after the assessment is completed?

No. Examinee comments or concerns should be put in writing and returned to ACT. If the examinee would like ACT to respond, the name and address to which the response should be directed must be included with the comments. If questions or concerns arise later, they may be sent to ACT at any time.

How do I log out of the test system?

Always click on the Logout button in the upper right-hand corner of the screen to exit WorkKeys Internet version.

What should I do if an examinee becomes ill?

If an examinee becomes ill, dismiss the examinee from the test room and click on the **Quit** button in the navigation bar at the top of the assessment. Then exit the assessment for the examinee and click the **Logout** button in the navigation menu on the left of the screen. If the examinee returns and is interested in receiving a score report, you may print an Instant Score Report from the Administrator's user interface.

Is there any time that assessments cannot be launched?

The Application maintenance window is from Thursday evening at 11:00 PM to 6:00 AM Friday CDT. Typically maintenance is limited to once a month.

The Virtual Test Center (VTC)

ACT, in partnership with Validus, has created a Web-based user interface called Virtual Test Center (VTC) that will be used by Site Administrators, Proctors, and examinees to manage and access the WorkKeys Internet version of assessments. VTC is used by multiple ACT testing programs; therefore, you may see buttons or additional information on a screen in the user interface that is not described in this guide. All WorkKeys specific functions within VTC will be addressed in this guide.

VTC is the administration site that is used to create additional administrators, create proctors, and to register and assign assessments to examinees; as well as authorize assessments and print score reports for completed assessments.

Each person that is registered as a user of VTC is assigned specific roles. These roles include different levels of access (rights) and functionality within the VTC system. A listing of the roles and their rights is located at the end of this guide. Becoming familiar with the roles and rights before you begin to assign users to the system will help you to create the most secure environment for both administrative functions and testing.

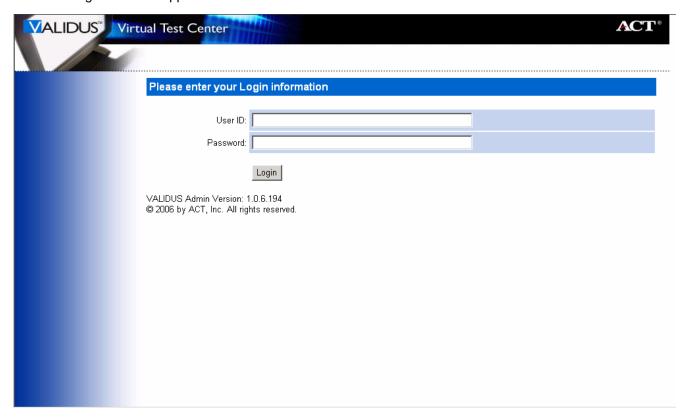
Logging into the Virtual Test Center

ACT has established a specific site for your organization based on your WorkKeys Internet Version Application. This site will be used by Site Administrators and Proctors at your organization to register examinees, authorize assessments, and print score reports. You have been assigned a User ID and Password by ACT that will allow you to access your site and complete administrative functions. ACT has e-mailed the URL, login information, and site name(s) to you along with this user guide.

You will also receive information telling you the URL of the specific testing site that has been setup for your organization. This second URL will be used by examinees to access the test taking area of the Internet based system.

Enter the VTC URL into your web browser address field.

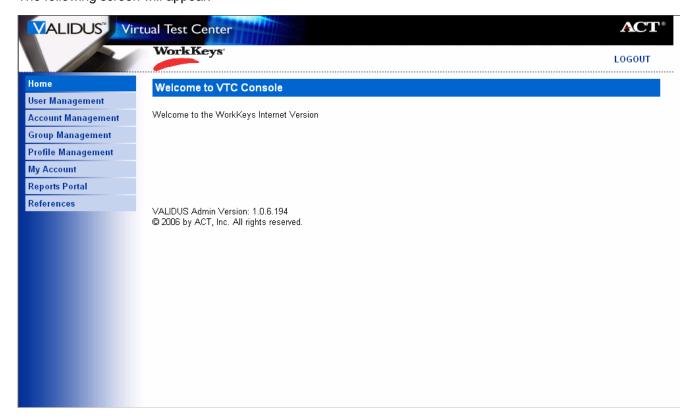
The following screen will appear.



Enter the login information in the corresponding fields.

Click on the Login button to continue.

The following screen will appear.



Adding Additional Site Administrators

ACT creates one Site Administrator per organization during initial site setup. This Site Administrator has the capability to add additional Site Administrators to your organization's site. As a Site Administrator, you are held responsible for maintaining the security of your organization's site and all WorkKeys Internet version materials. The decision to assign an additional Site Administrator should not be made lightly. The Site Administrator role should only be assigned to those people that will carry out administrative functions and should not be assigned to persons that will only proctor assessments. ACT will run periodic audits on all sites to monitor for any unusual use behavior with regard to Virtual Test Center and the administration of assessments.

The following roles have been assigned to you as a Site Administrator. You are allowed to assign these roles to the Site Administrator account you create. A complete description of the roles and associated rights in located at the end of this guide.

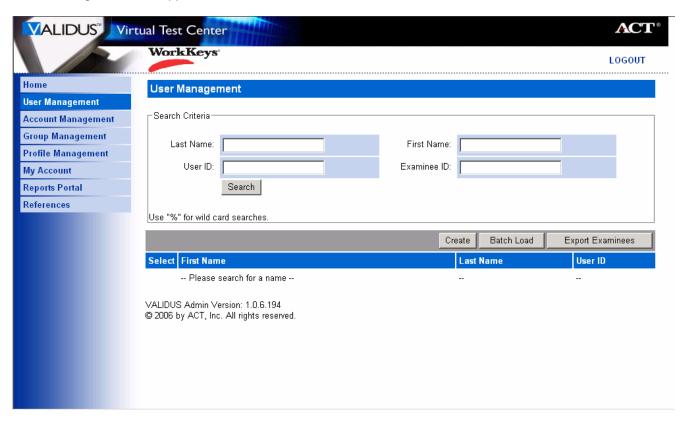
The Site Administrator, as created by ACT, is made up of the following roles:

- User Manager
- Account Manager
- Profile Manager
- Portal Manager
- Proctor
- Examinee

To create a Site Administrator:

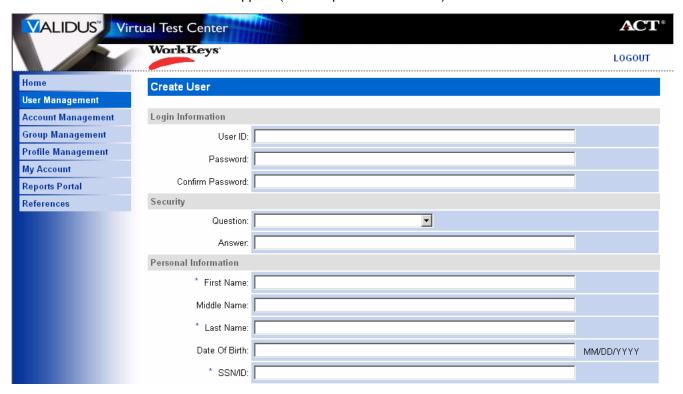
Click on the User Management link in the navigation menu at the left.

The following screen will appear.



To create a Site Administrator, click on the Create button.

A screen similar to the one below will appear (this is a partial screen shot).



Login Information fields:

User ID: You can assign a User ID or allow the system to generate one for you. For ease of use, we suggest entering a User ID that is easy to remember, for example, the first initial and last name of the user. An User ID can be a combination of letters from the alphabet (A-Z,a-z) or numerical digits (0-9). User IDs are case sensitive.

Note: Once an individual has been entered into the system (this includes any organization's site that is using the VTC system) the User ID cannot be used again.

- Password: Assign a password that is easy to remember or allow the system to generate one for you.
 The password must be 6-12 characters long and can be a combination of letters from the alphabet (A-Z, a-z) or numerical digits (0-9). Passwords are case sensitive. It is strongly encouraged that users change their passwords after the first time they have logged in to maintain security.
- Confirm Password: If you have chosen to assign a password, you must enter the password again
 exactly as it was entered in the Password field. This field verifies that the intended password is entered
 correctly into the Password field.

Note: Computer generated User IDs and Passwords can be accessed by clicking on the Export Examinees button located under the Registration tab. Information on how to use this feature is on page 28 of this guide.

Security fields:

These fields are optional for WorkKeys users.

- Questions: Select a question from the drop-down menu. This question is used when a user forgets his/her password.
- Answer: Type the answer to the question selected from the Questions drop-down menu. The user will be asked to type in this answer if a password has been forgotten.

Basic Information:

All fields marked with an * are required. The fields on your screen may vary depending on the configuration of your site.

First Name: First name of the user

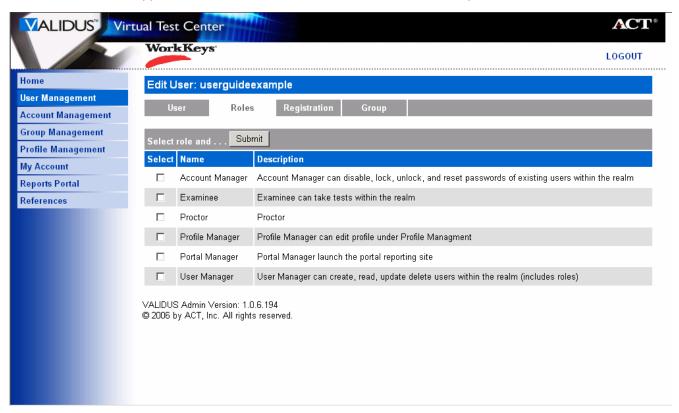
Last Name: Last name of the user

Email address: Email address of the user

- Date of Birth: Birthdate of the user. E.g. January 1, 1983 should be entered as, 01/01/1983.
- ID/SSN: Social Security number of the user. If the user does not have a social security number, other
 ID numbers, such as an employee ID or student number, can be entered.

Once the information for all fields has been entered, click on the Submit button at the bottom of the page to go onto the next step in the process or click on Cancel to clear the Create User page. If you do not click on Submit, the information will not be saved to the system.

After clicking on Submit, the following screen will appear. The user name that you entered for the Site Administrator should appear next to Edit User: in the blue header bar at the top of the screen.



The Roles tab will be highlighted.

This screen allows you to pick the roles that you want to assign to the administrator. **Note**: You can only assign those roles for which you have rights. Therefore, if you want the created administrator to have the exact same rights that you have, select all of the available roles. This administrator will also be able to choose from this list of roles when establishing other users.

To select a role, click in the box in the Select column next to the name of the role you want to choose. Multiple roles can be selected.

Click on the Submit button in the middle of the page.

The following screen will appear.



This screen is used to register examinees for assessments and is not used when creating a Site Administrator.

To create additional administrators, click on the User Management link in the navigation menu at the left and repeat the process above.

If you have completed creating Administrators, you can either logout of the system by clicking on the Logout button in the upper right-hand corner of the screen or click on the User Management link in the navigation menu to proceed to creating Proctors.

Creating Proctors

Proctor roles must be assigned to individuals charged with administering the WorkKeys Internet version assessments at your testing center. As described below, the Proctor role is a predefined role established by ACT to perform a limited number of tasks associated with the administration of assessments.

Note: If you are a parent site with multiple child sites and would like a Proctor to be assigned to multiple child sites, please contact you ACT account representative.

A Proctor is able to complete the following tasks:

- Search for an examinee
- Edit examinee password
- Authorize or unauthorize an assessment for a registered examinee
- Authorize or unauthorize accommodated testing time for a registered examinee
- · Authorize or unauthorize groups for testing
- Lock and unlock examinee user accounts
- Access the Reporting Portal and create/print various usage and score reports

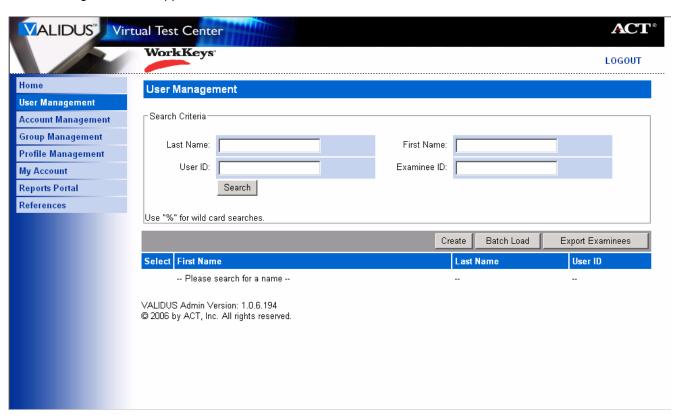
Note: A Proctor cannot create new users in the system, including examinees, for security purposes. Examinees can self-register at the time of testing if they have not been pre-registered by a Site Administrator. The Proctor must authorize each WorkKeys assessment before an examinee can launch and begin to take a assessment.

To create a Proctor:

Creating a Proctor is very similar to creating an additional Site Administrator.

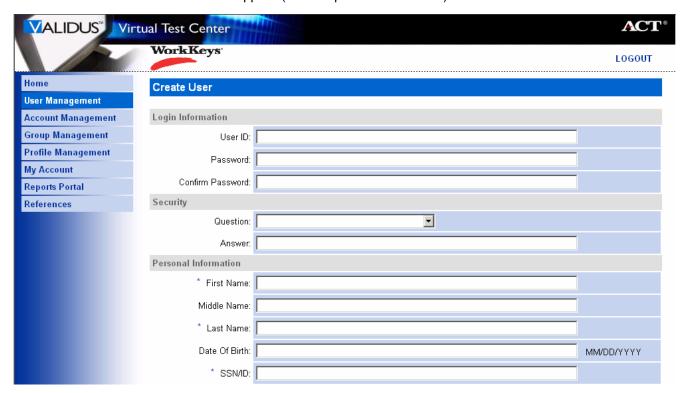
If you are not logged into the VTC system, do so at this time. You must be a Site Administrator in order to create Proctor Accounts.

Click on the User Management link in the navigation menu at the left.



To create a Proctor, click on the Create button.

A screen similar to the one below will appear (this is a partial screen shot).



Login Information fields:

 User ID: You can assign a User ID or allow the system to generate one for you. For ease of use, we suggest entering a User ID that is easy to remember, for example, the first initial and last name of the user. An User ID can be a combination of letters from the alphabet (A-Z,a-z) or numerical digits (0-9). User IDs are case sensitive.

Note: Once an individual has been entered into the system (this includes any organization's site that is using the VTC system) the User ID cannot be used again.

- Password: Assign a password that is easy to remember or allow the system to generate one for you.
 The password must be 6-12 characters long and can be a combination of letters from the alphabet (A-Z, a-z) or numerical digits (0-9). Passwords are case sensitive. It is strongly encouraged that users change their passwords after the first time they have logged in to maintain security.
- Confirm Password: If you have chosen to assign a password, you must enter the password again
 exactly as it was entered in the Password field. This field verifies that the intended password is entered
 correctly into the Password field.

Note: Computer generated User IDs and Passwords can be accessed by clicking on the Export Examinees button located under the Registration tab. Information on how to use this feature is on page 28 of this guide.

Security fields:

These fields are optional for WorkKeys users.

- Questions: Select a question from the drop-down menu. This question is used when a user forgets his/her password.
- Answer: Type the answer to the question selected from the Questions drop-down menu. The user will be asked to type in this answer if a password has been forgotten.

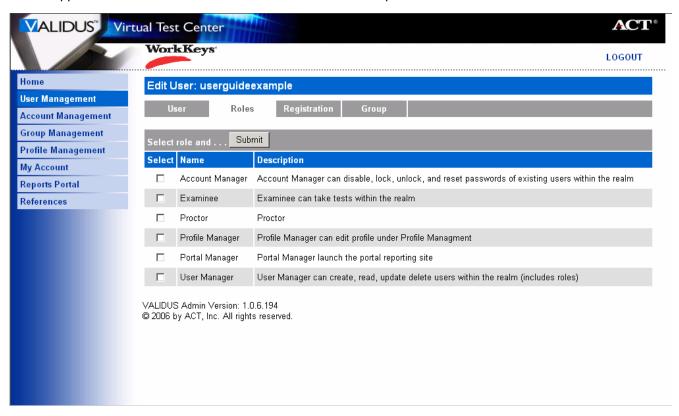
Basic Information:

All fields marked with an * are required. The fields on your screen may vary depending on the configuration of your site.

- First Name: First name of the user
- Last Name: Last name of the user
- Email address: Email address of the user
- Date of Birth: Birthdate of the user. E.g. January 1, 1983 should be entered as, 01/01/1983.
- ID/SSN: Social Security number of the user. If the user does not have a social security number, other
 ID numbers, such as an employee ID or student number can be entered.

Once the information for all fields has been entered, click on the Submit button at the bottom of the page to go onto the next step in the process or click on Cancel to clear the Create User page.

After clicking on Submit, the following screen will appear. The user name that you entered for the Proctor should appear next to Edit User: in the blue header bar at the top of the screen.



The Roles tab will be highlighted.

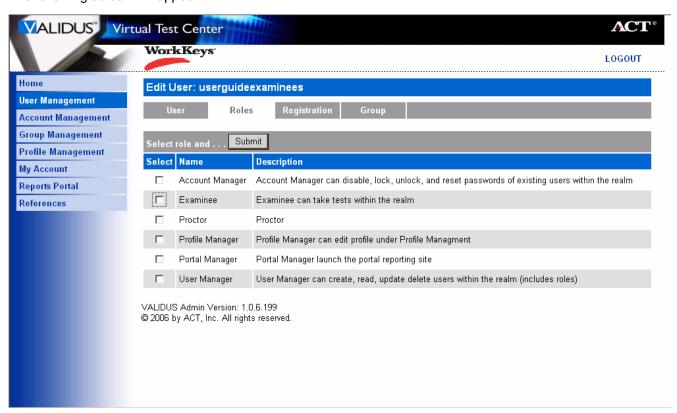
Only the following roles should be assigned to a Proctor:

- Account Manager
- Proctor
- Portal Manager (this role should only be assigned if you want Proctors to be able to generate all types
 of score reports. If this role is not assigned, the Proctor will be able to generate only the Instant Score
 Report and the Individuals Registered to Test Report).

Click on the box in the Select column next to the name Account Manager, the name Proctor, and the name Portal Manager.

Note: It is very important that you only assign the Proctor role to those individuals administering assessments. Under no circumstances should a Proctor be assigned roles in addition to those listed above. Doing so may compromise the security of your site and of the WorkKeys assessments.

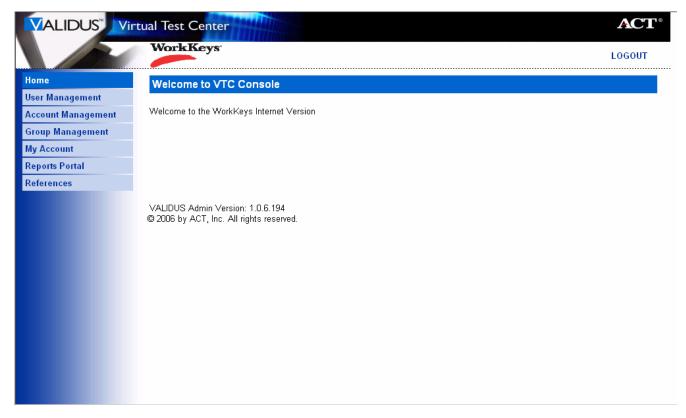
Click on the Submit button.



This screen is used to register examinees for assessments and is not used when creating a Proctor.

To create additional Proctors, click on the User Management link in the navigation menu at the left and repeat the process under Create Proctors above.

Users assigned the Proctor role will see the following screen when they login to VTC.



Note: The Proctor does not have access to all of the same left-hand navigation menu items as the Site Administrator. By default, the Proctor does have access to the User Management link. However, the Proctor role can only perform limited functions in this area of VTC.

If you have completed creating Proctors, you can either logout of the system by clicking on the Logout button in the upper right-hand corner of the screen or click on the User Management link in the navigation menu to proceed to registering examinees.

Pre-Registering Examinees

Pre-registration of examinees can only be done by a Site Administrator.

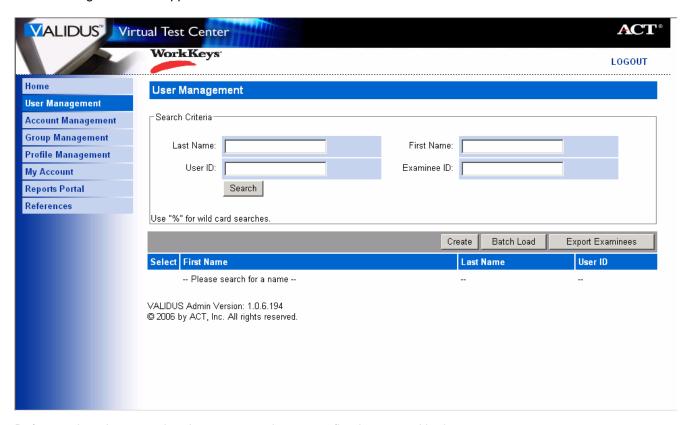
Examinees can be pre-registered individually or in a group using the batch load feature. Pre-registration means that an examinee's demographic information, username, password and the assessments he or she will be taking have been entered into the online user interface. However, examinees must be authorized by the Proctor before they can take assessments.

To pre-register an individual examinee:

If you are not logged into the VTC system, do so at this time. You must be a Site Administrator in order to preregister examinees.

Click on the User Management link in the navigation menu at the left.

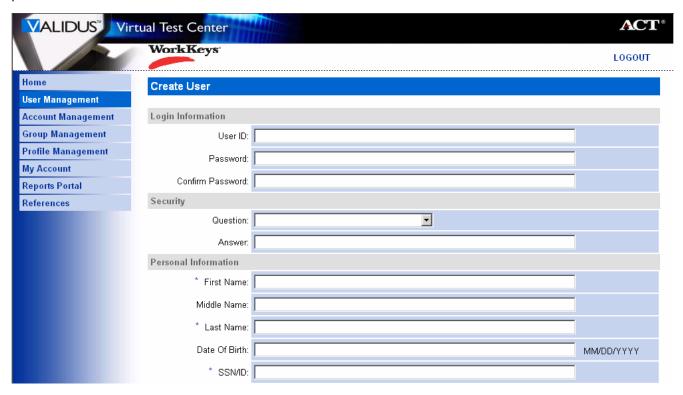
The following screen will appear.



Before registration can take place, an examinee must first be created in the system.

Click on the Create button.

A screen similar to the one below will appear (this is a partial screen shot). Your site type will dictate the fields presented on this screen.



Login Information fields:

• User ID: You can assign a User ID or allow the system to generate one for you. For ease of use, we suggest entering a User ID that is easy to remember, for example, the first initial and last name of the user. An User ID can be a combination of letters from the alphabet (A-Z,a-z) or numerical digits (0-9). User IDs are case sensitive.

Note: Once an individual has been entered into the system (this includes any organization's site that is using the VTC system) the User ID cannot be used again.

- Password: Assign a password that is easy to remember or allow the system to generate one for you.
 The password must be 6-12 characters long and can be a combination of letters from the alphabet (A-Z, a-z) or numerical digits (0-9). Passwords are case sensitive. It is strongly encouraged that users change their passwords after the first time they have logged in to maintain security.
- Confirm Password: If you have chosen to assign a password, you must enter the password again
 exactly as it was entered in the Password field. This field verifies that the intended password is entered
 correctly into the Password field.

Note: Computer generated User IDs and Passwords can be accessed by clicking on the Export Examinees button located under the Registration tab. Information on how to use this feature is on page 28 of this guide.

Security fields:

These fields are optional for WorkKeys users.

- Questions: Select a question from the drop-down menu. This question is used when a user forgets his/her password.
- Answer: Type the answer to the question selected from the Questions drop-down menu. The user will be asked to type in this answer if a password has been forgotten.

Basic Information:

All fields marked with an * are required. The fields on your screen may vary depending on your site configuration.

First Name: First name of the user

· Last Name: Last name of the user

Email address: Email address of the user

• Date of Birth: Birthdate of the user. E.g. January 1, 1983 should be entered as, 01/01/1983.

 ID/SSN: Social Security number of the user. If the user does not have a social security number, other ID numbers, such as an employee ID or student number can be entered.

Once the information for all required fields has been entered, click on the Submit button at the bottom of the page to go onto the next step in the process or click on Cancel to clear the Create User page.

After clicking on the Submit button, the following screen will appear. The user name that you entered for the Examinee should appear next to Edit User: in the blue header bar at the top of the screen.



The Roles tab will be highlighted.

Click on the box in the Select column next to the name Examinee.

Note: It is very important that you only assign the Examinee role to those individuals taking assessments. Under no circumstances should any other role be assigned to an examinee. Doing so will compromise the security of your site and of the WorkKeys assessments.

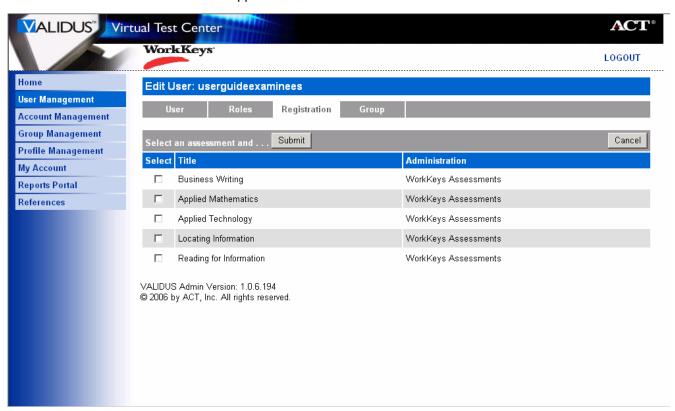
After selecting Examinee, click on the Submit button.



The Registration tab will be highlighted.

Click on the Create button.

A screen similar to the one below will appear.

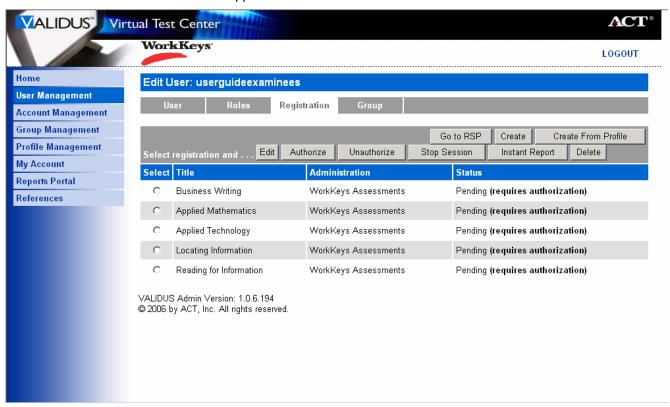


The assessments that appear on this screen will be determined by your contract with ACT. You can assign any of the assessments that are shown to an examinee.

To assign assessments to an examinee, click on the box under the Select column next to the assessment title you want to assign. Multiple assessments can be selected at one time.

Click on the Submit button to continue the registration process. Clicking on the Cancel button will clear the registration screen.

A screen similar to the one below will appear.



This screen allows assessments to be authorized for this examinee. Authorizing assessments is described later in this guide.

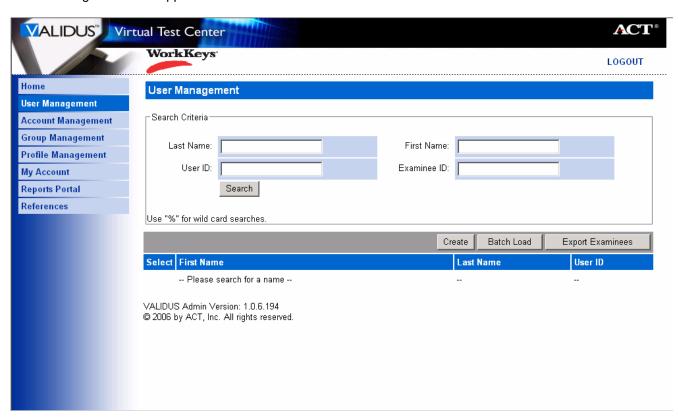
The pre-registration for this examinee is complete. To continue to pre-register additional examinees, click on User Management in the navigation menu at the left and follow the process above, otherwise, logout of the system.

To pre-register a group of examinees using the Batch Load feature:

The batch load feature allows you to enter multiple examinee registration details into one spreadsheet for upload to the user interface. This will create examinee user accounts for each person entered on the spreadsheet and saves the Site Administrator from having to pre-register each examinee individually.

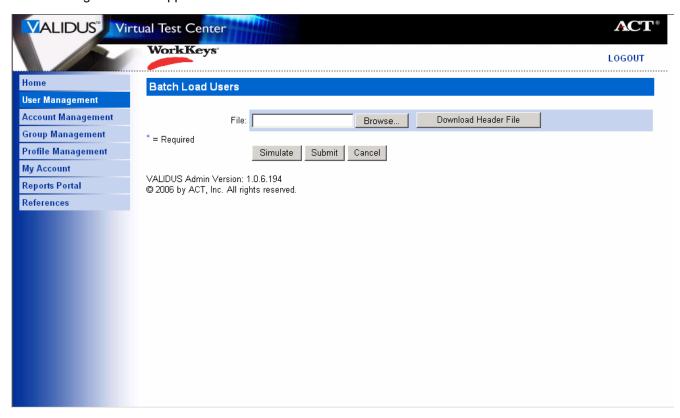
If you are not logged into the VTC system, do so at this time. You must be a Site Administrator in order to use the batch load feature.

Click on the User Management link in the navigation menu at the left.



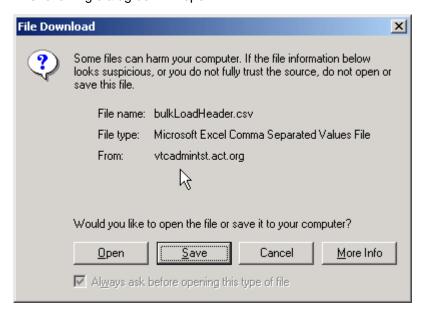
Click on the Batch Load button.

The following screen will appear.



Click on the Download Header File button. This will begin the process of saving a spreadsheet file, in csv format, to your machine that will allow you to batch load examinees.

The following dialog box will open.



Click on the Save button. A dialog box will open prompting you to select a location on your computer to which you want the filed saved. You can rename the file to meet your needs or leave it as the default name.

Logout of the user interface by clicking on the Logout button located in the upper right-hand corner of the screen.

Completing the batch load spreadsheet

Locate the spreadsheet that you just saved on your computer and double-click on it to open it.

The spreadsheet will look similar to the one below. Your site type will determine the fields displayed.

	Α	В	С	D	E	F	G	Н		J	K	L
1	firstName	middleNan	lastName	dateOfBirtl	employeel	address1	address2	city	state	zipCode	email	Education
2												
3												
4	Comments: (Please do not include comments in the Batch load file)											
5	dateOfBirth - Format = MM/dd/yyyy											
6	state - Allo	AL	AR	AS	ΑZ	CA	CO	CT	DC	DE	FL	FM
7					12th Grade	Dual enroll	Dual enroll	Trade/Prop	Communit	Communit	Community	Postsec
8	HighestDe	Elementar	High school	GED	Trade/Prop	Associate	Bachelor's	Master's	Doctorate			
9	gender - A	М										
10	EthnicGrou	(non-Hispa	American I	Alaskan N	Caucasian	(non-Hisp	Mexican A	Asian Ame	Pacific Isl	Puerto Ric	Cuban	Other H
11			English an									
12												
13			or promoti	Required for	Personal d	Other						
14	SchoolCur			part time								
15	WhySchoo	employer-						self-suppo	Still in high	Not in sch	ool	
16	userName		0-9 and sh					~				
17	password -		0-9 and sh			l 12 charac	ters in leng	th.				
	assessme			1858	1859							
19	eligibilityStart - Format = MM/dd/yyyy											
20	3,											
21	P											
22	2 groupld - Allowed Values = 27290089											

In order for the batch load to work as seamlessly as possible, delete the majority of the columns included in the spreadsheet. Any columns that are not populated with data must be deleted. The comments located at the bottom of the spreadsheet must also be completely deleted before uploading the file to the user interface. Blank columns and comments left in the spreadsheet will cause errors in the user interface and the file will not upload properly.

Removing fields from the spreadsheet does not mean that that specific examinee data will no longer be collected. Any fields that are deleted will be shown when the examinee logs into the system to begin testing. Many of the fields deleted from the spreadsheet, by default, are required by the VTC system for registration. Examinees must enter information into these fields before testing can begin.

We suggest that you use only the following columns during the batch load process:

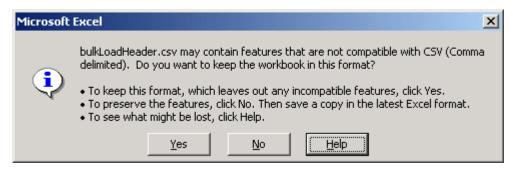
Explanation of columns:

firstName: enter the first name of the examinee

lastName: enter the last name of the examinee

employeeID (same as SSN/ID): enter the examinee social security number, student ID number, or employee ID number in the following format: xxxxxxxxx (do not include hyphens or other symbols).

Once you have entered all of the examinee account information into the spreadsheet, save the file.

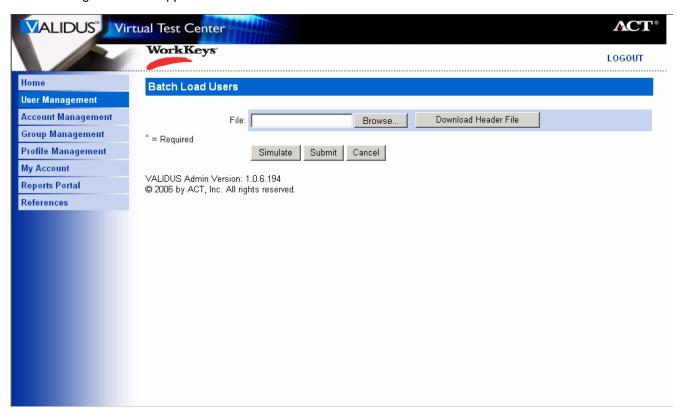


Click on the Yes button.

Log back into the VTC system at this time.

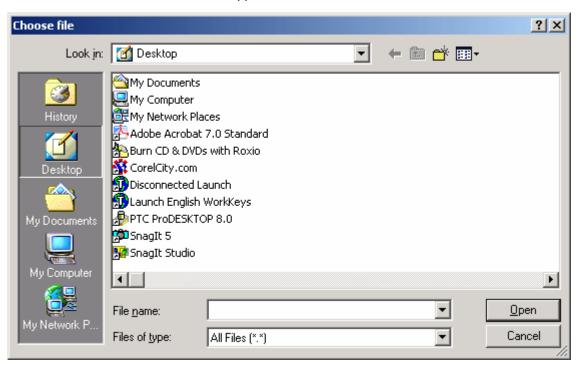
Click on the User Management link in the navigation menu at the left.

The following screen will appear.



Click on the Browse button.

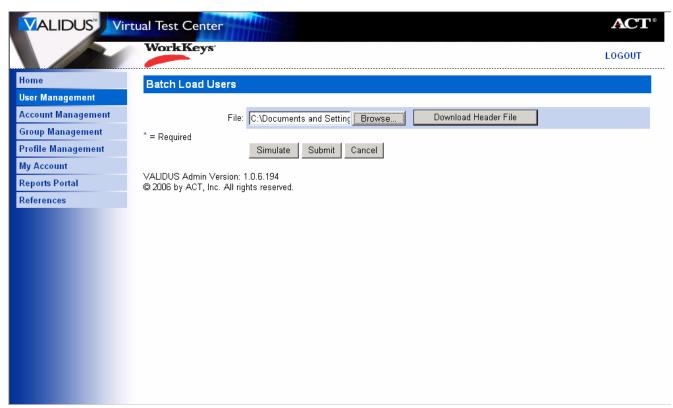
A screen similar to the one below will appear.



Find the .csv file that contains the examinee account information that you entered for batch load.

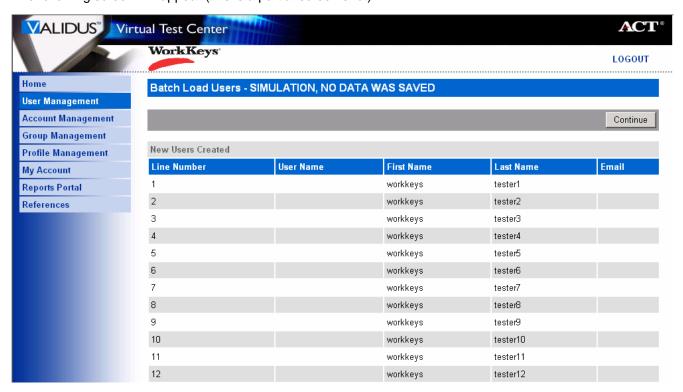
Click on the Open button.

The following screen will appear.



If you would like to do a test upload of the batch load file you created, click on the Simulate button.

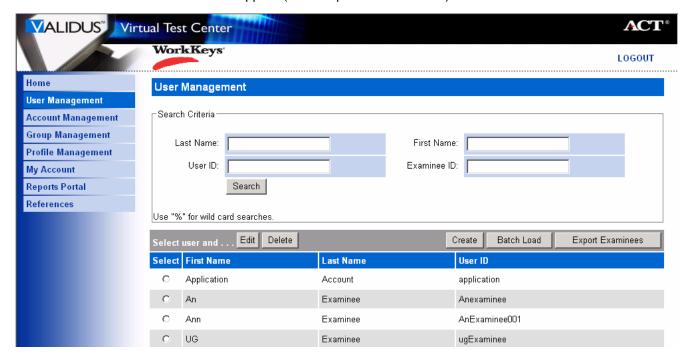
The following screen will appear (this is a partial screen shot).



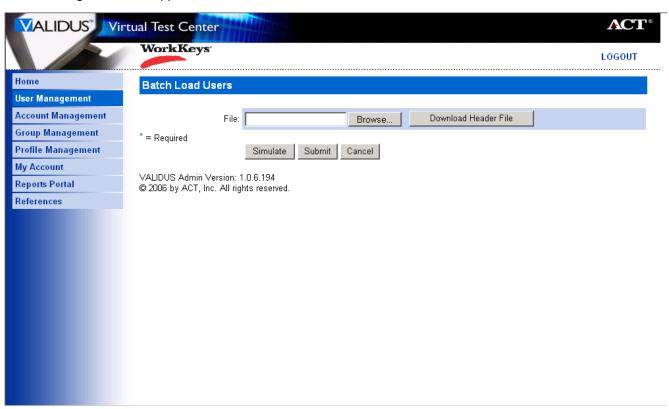
No data is added to the system when you use the simulation feature. The feature shows any problems with the data that was entered into the spreadsheet. You can use the results of this page to revise any information before uploading the data to the system.

Click on the Continue button.

A screen similar to the one below will appear (this is a partial screen shot).

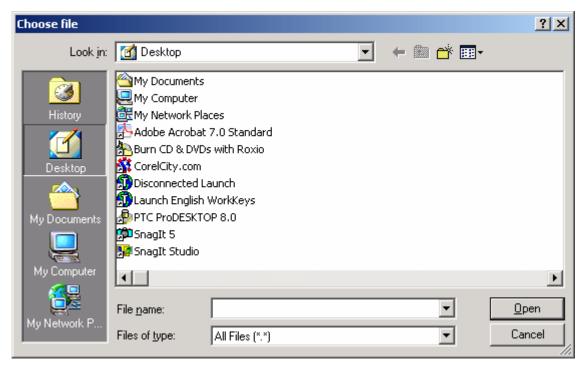


Click on the Batch Load button.

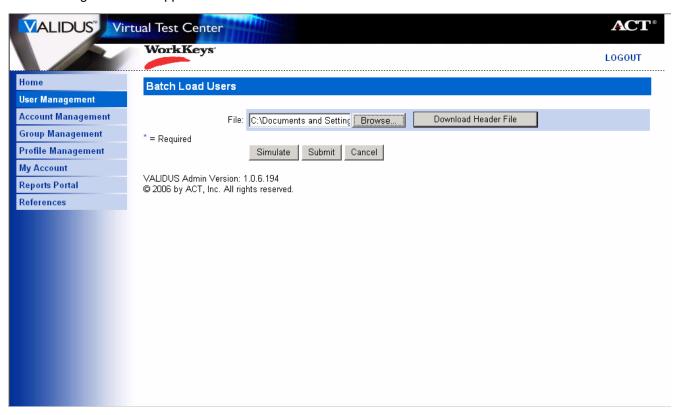


Click on the Browse button.

A screen similar to the one below will appear.

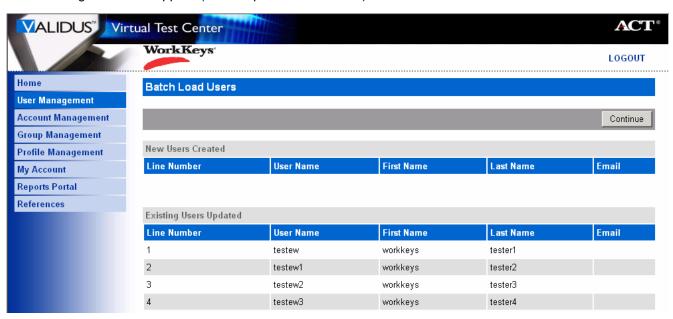


Find the .csv file that contains the examinee account information that you entered for batch load. Click on the Open button.



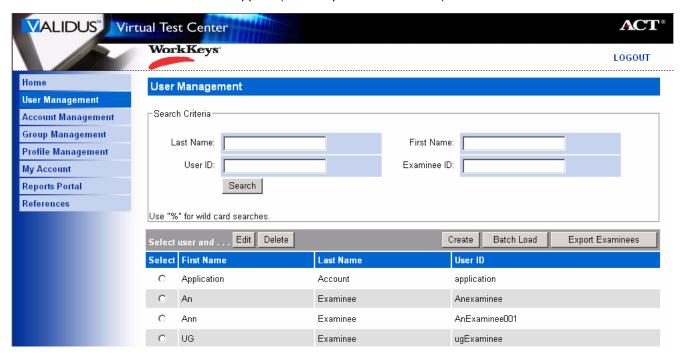
Click on the Submit button. This will automatically upload the information contained in the spreadsheet to the VTC system.

The following screen will appear (this is a partial screen shot).



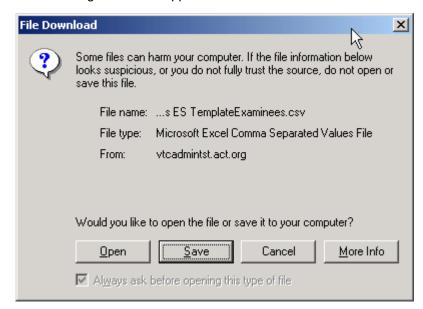
Click on the Continue button.

A screen similar to the one below will appear (this is a partial screen shot).



The system will automatically generate User IDs and passwords for examinees listed on a batch load spreadsheet. You can access this information by clicking on the Export Examinees button.

The following screen will appear.



Click on the Open or Save button. If you choose Open, the file will open on your desktop. Clicking on save will prompt you to save a .csv file to a designated location on your computer.

You can now locate the file on your computer and double-click on it to open it.

The file contains the registration information for **all** registered users at your site. It also includes any system generated User IDs and Passwords.

Creating Profiles

A profile is a way to link an examinee's score to a pre-set required skill level for a job. For example, an organization, based on the functions of a particular job, may decide that an examinee must score at least a Level 4 in Applied Mathematics to adequately perform that job. One job may have more than one skill area assigned to its profile.

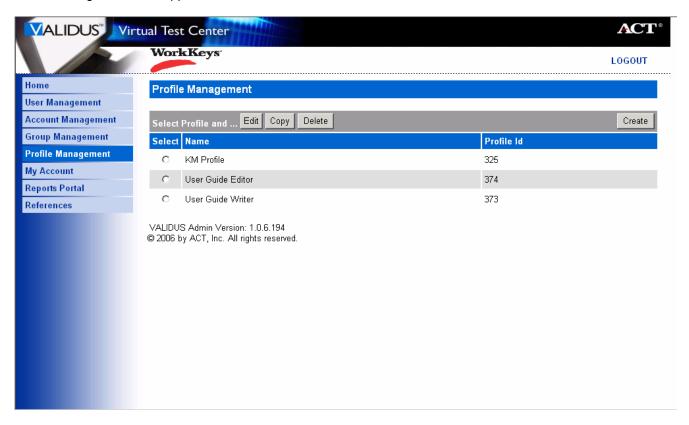
Profiles can be created in VTC. The profiles entered can be based on profiles established by trained WorkKeys profilers or by profile levels established by your company. Profiles that have been established by your company should only be used for low stakes types of situations, such as training. For more information about WorkKeys profiling options, visit our website at www.workkeys.com.

To create a Profile:

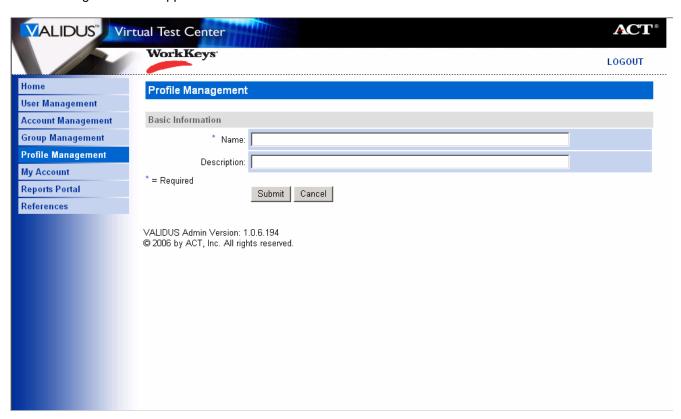
Login to the system as a Site Administrator. You must have been assigned the Profile Management role to use this function.

Click on the Profile Management link in the navigation menu at the left. You will not have this menu option if you are not assigned the Profile Management role.

The following screen will appear.

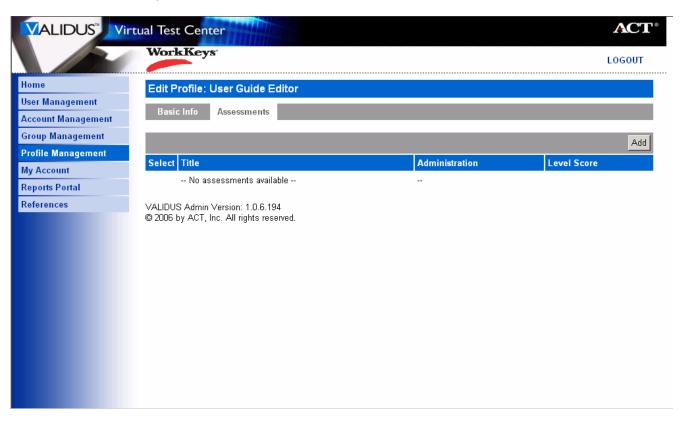


Click on the Create button.



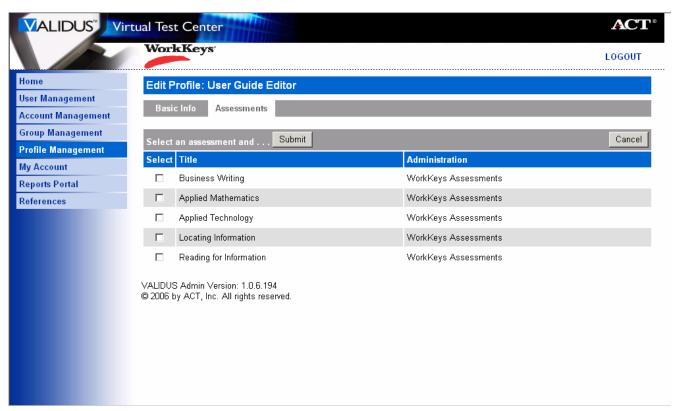
Enter a name for your profile. This field is required. You may also enter a profile description if desired. Click on the Submit button.

The following screen will appear. The Profile name that you entered should appear next to Edit Profile: in the blue header bar at the top of the screen.



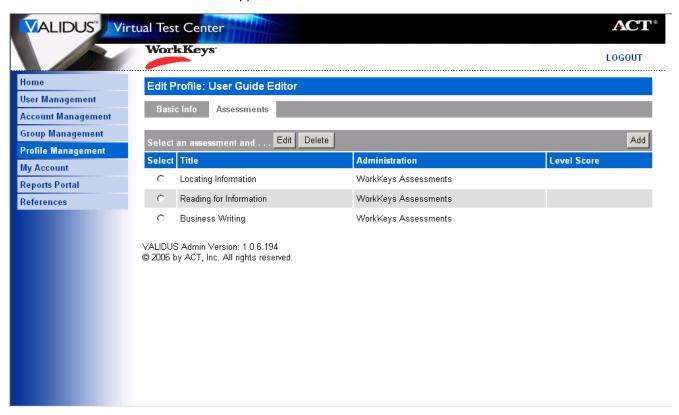
In order to choose the WorkKeys assessments and skill level required for the profile, click on the Add button.

A screen similar to the one below will appear. The assessment titles available vary depending on your contract with ACT.



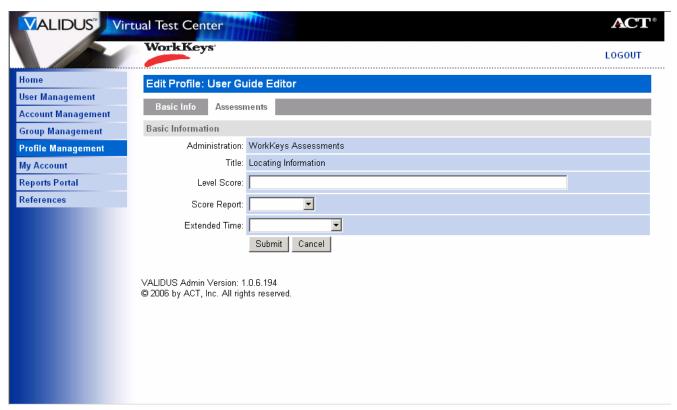
Click in the box in the Select column next to the assessment(s) that you want to add to the profile. More than one assessment can be selected. Click on the Submit button.

A screen similar to the one below will appear.



Click on the radio button in the Select column next to the assessment for which you want to add a skill level. Click on the Edit button.

The following screen will appear.



Enter the profile level for the assessment in the field marked Level Score. Only Level Scores should be entered in this field. The following are the Level Score ranges for each of the WorkKeys Internet version assessments:

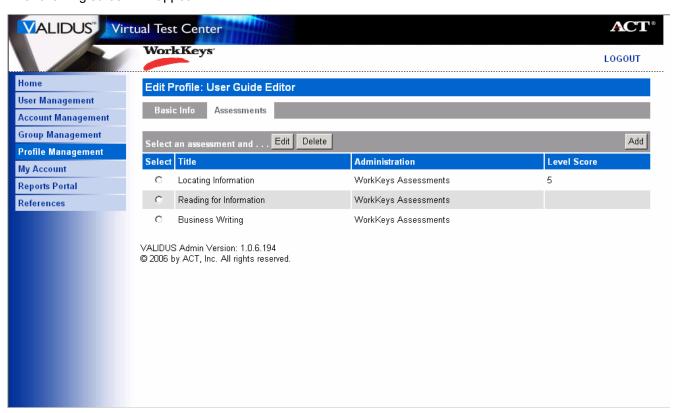
Assessment Name	Level Range
Business Writing	1-5
Applied Mathematics	3-7
Applied Technology	3-6
Locating Information	3-6
Reading for Information	3-7

The Individual Score vs. Profile Report is generated using the profile information you enter. If you do not want a report generated using this profile, select No Report from the dropdown menu named Score Report. If you would like a score report generated, select Level Score. Scale Scores are not reported on the Individual Score vs. Profile Report. Please do not select this option.

Note: If a Level Score is entered into the system that is not in the Level Range for a particular assessment, an error will occur and a score report will not be generated.

The Extended Time feature by profile is not used for WorkKeys. Please leave this field blank.

Click on the Submit button.



The Level Score that you entered for the assessment is now shown in the Level Score column on the right-hand side of the screen.

Repeat this process to add additional assessments to the profile.

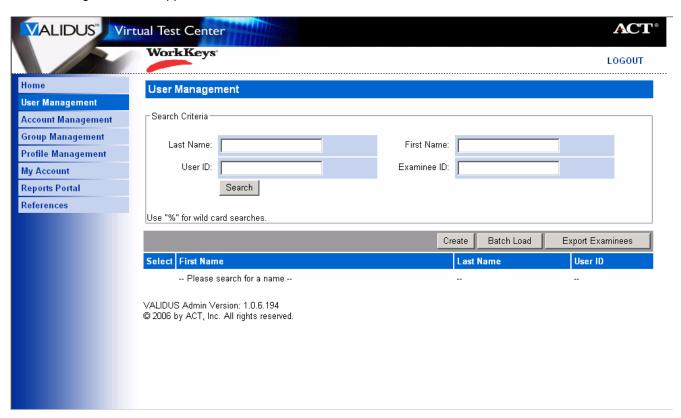
Registering Examinees Using a Profile

Once you have established profiles for your organization, you have the option of linking a profile to an examinee at registration. This will automatically register the examinee for the assessments that you have associated with the profile, as well as compare the examinee's scores with the Level Score that has been set for each assessment for the profile. The results are then reported on the Individual Score vs. Profile Report.

To register an examinee using a profile:

If you are not logged into the VTC system, do so at this time. You must be a Site Administrator in order to register examinees.

Click on the User Management link in the navigation menu at the left.

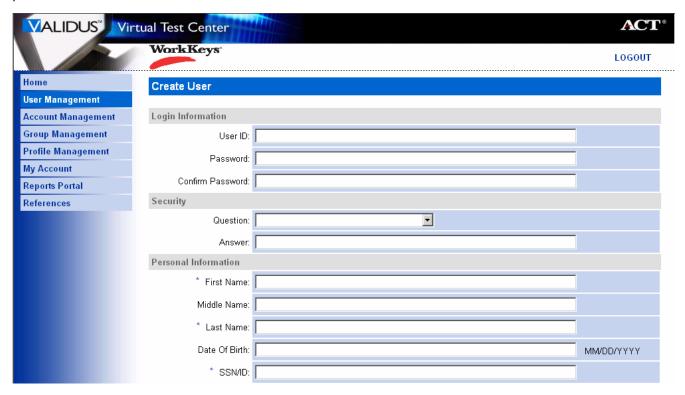


Before registration can take place, an examinee must first be created in the system.

Note: You can enter an examinee's last name and click on the Search button to see if a user account already exists. You can also use the % sign to bring up all registered users for your site. If an account does exist, click on the radio button in the Select Column next to the examinee's first name and click on the Edit button in the center of the screen. Click on the Registration tab at the top of the screen. Go to page 44 and follow the steps for Create From Profile.

Click on the Create button.

A screen similar to the one below will appear (this is a partial screen shot). Your site type will dictate fields presented on this screen.



Login Information fields:

• User ID: You can assign a User ID or allow the system to generate one for you. For ease of use, we suggest entering a User ID that is easy to remember, for example, the first initial and last name of the user. An User ID can be a combination of letters from the alphabet (A-Z,a-z) or numerical digits (0-9). User IDs are case sensitive.

Note: Once an individual has been entered into the system (this includes any organization's site that is using the VTC system) the User ID cannot be used again.

- Password: Assign a password that is easy to remember or allow the system to generate one for you.
 The password must be 6-12 characters long and can be a combination of letters from the alphabet (A-Z, a-z) or numerical digits (0-9). Passwords are case sensitive. It is strongly encouraged that users change their passwords after the first time they have logged in to maintain security.
- Confirm Password: If you have chosen to assign a password, you must enter the password again
 exactly as it was entered in the Password field. This field verifies that the intended password is entered
 correctly into the Password field.

Note: Computer generated User IDs and Passwords can be accessed by clicking on the Export Examinees button located under the Registration tab. Information on how to use this feature is on page 28 of this guide.

Security fields:

These fields are optional for WorkKeys users.

- Questions: Select a question from the drop-down menu. This question is used when a user forgets his/her password.
- Answer: Type the answer to the question selected from the Questions drop-down menu. The user will be asked to type in this answer if a password has been forgotten.

Basic Information:

All fields marked with an * are required. The fields on your screen may vary depending on your site configuration.

· First Name: First name of the user

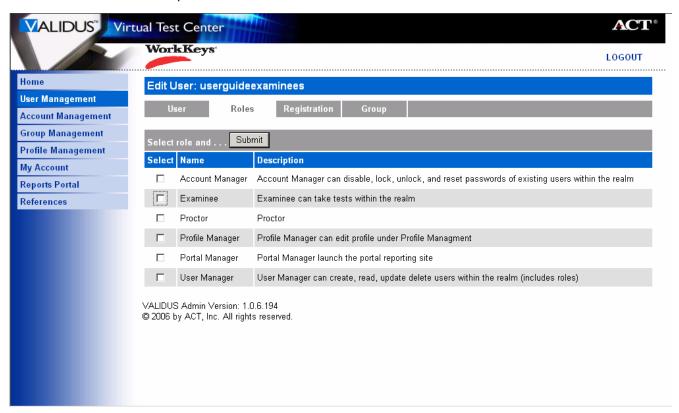
Last Name: Last name of the user

Email address: Email address of the user

- Date of Birth: Birthdate of the user. E.g. January 1, 1983 should be entered as, 01/01/1983.
- ID/SSN: Social Security number of the user. If the user does not have a social security number, other ID numbers, such as an employee ID or student number can be entered.

Once the information for all required fields has been entered, click on the Submit button at the bottom of the page to go onto the next step in the process or click on Cancel to clear the Create User page.

The following screen will appear. The examinee name that you entered should appear next to Edit Profile: in the blue header bar at the top of the screen.



The Roles tab will be highlighted.

Click on the box in the Select column next to the name Examinee.

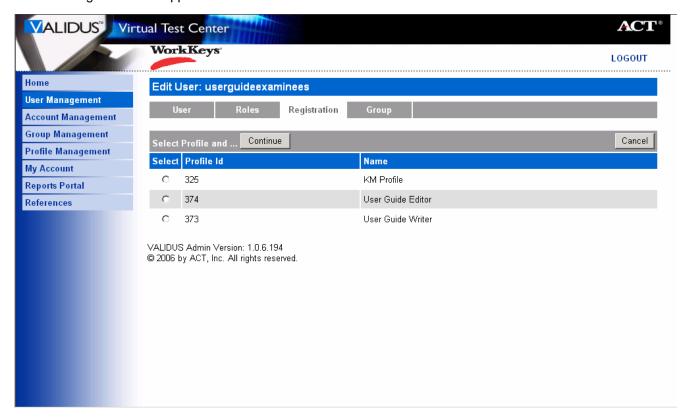
Note: It is very important that you only assign the Examinee role to those individuals taking assessments. Under no circumstances should any other role be assigned to an examinee. Doing so will compromise the security of your site and of the WorkKeys assessments.

After selecting Examinee, click on the Submit button.



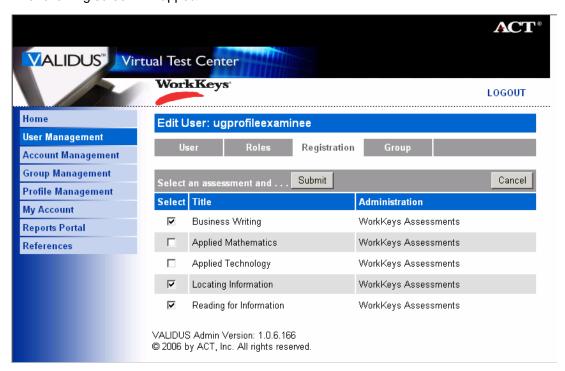
Click on the Create From Profile button.

The following screen will appear.



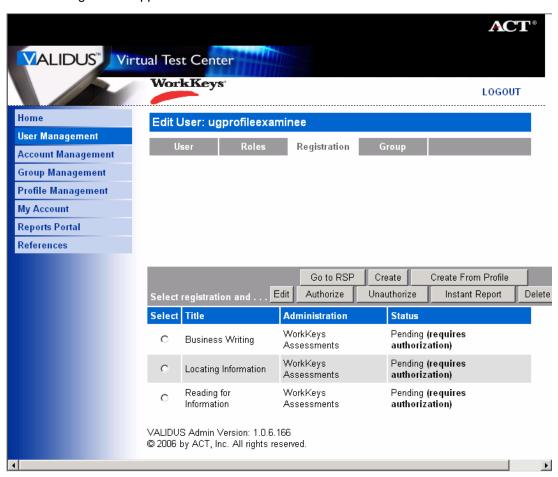
This screen lists all of the profiles that have been created for your organization. Click on the radio button under the Select Column next to the profile that you want to link to the examinee that you are registering. Click on the Continue button.

The following screen will appear.



This screen shows the assessments that have been chosen for the profile that was selected. Selected assessments have a check in the box in the Select column next to the assessment title. Although it is possible to change the assessments that are required at this point, it is recommended that this not be done.

Click on the Submit button.



The assessments that are associated with the chosen profile are shown and have been assigned to the examinee. In order for an examinee to launch an assessment, it must be authorized. Authorization is covered later in this guide.

Creating Groups

Site Administrators and Proctors are able to assign examinees to groups for testing. This allows a Proctor to authorize an assessment for an entire group rather than authorizing assessments on an individual basis.

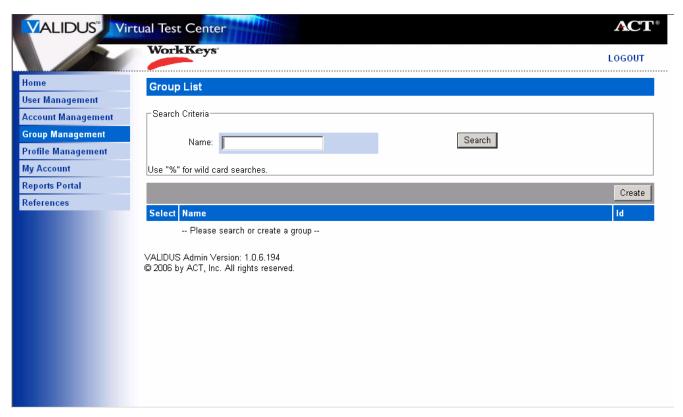
Note: Only Site Administrators can create groups. Proctors are allowed to add examinees to a group that has already been created. Examinee accounts must already be entered into the VTC system in order to assign an account to a group.

To create a group:

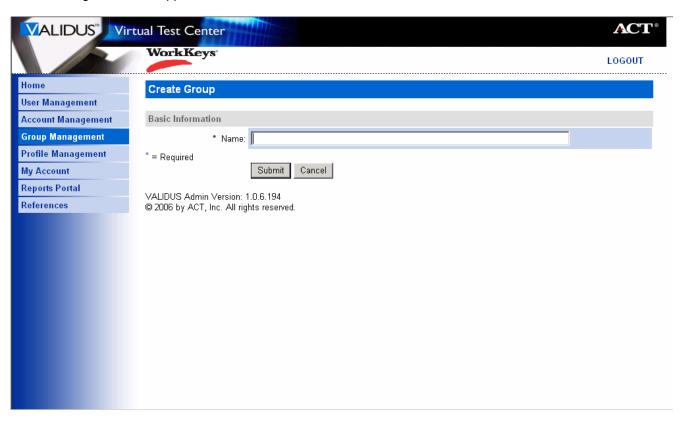
Login to the system as a Site Administrator.

Click on the Group Management link in the navigation menu at the left.

The following screen will appear.



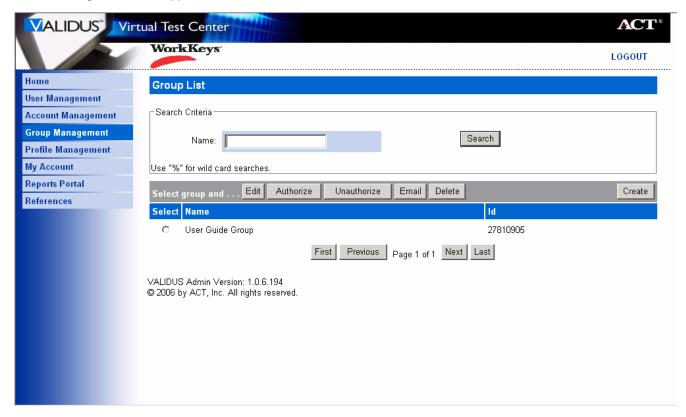
Click on the Create button.



Enter a group name in the Name field. This is a required field.

Click on the Submit button.

The following screen will appear.



You now need to add users to your group. Click on the radio button in the Select column next to the group name that you want to select.

Click on the Edit button.

The following screen will appear.

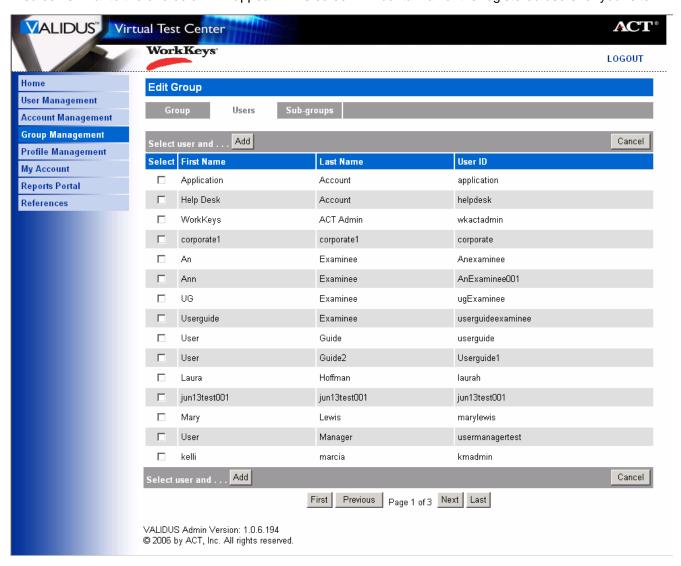


Click on the Users tab at the top of the screen.



Click on the Add button.

A screen similar to the one below will appear. This screen will contain all of the registered users for your site.



To select users to be added to the group you have selected, click in the box in the Select column next to the user's first name. You may select more than one name at a time.

Click on the Add button at the bottom of the screen.

A screen similar to the one below will appear.

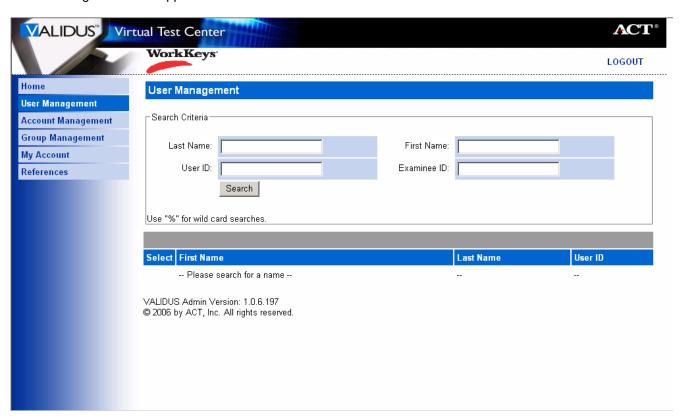


You have now completed assigning users to the group. If you see a name in the list that you want to delete, click on the radio button in the Select column next to the user's first name. Click on the Remove button.

Proctor Directions for Adding Users to a Group

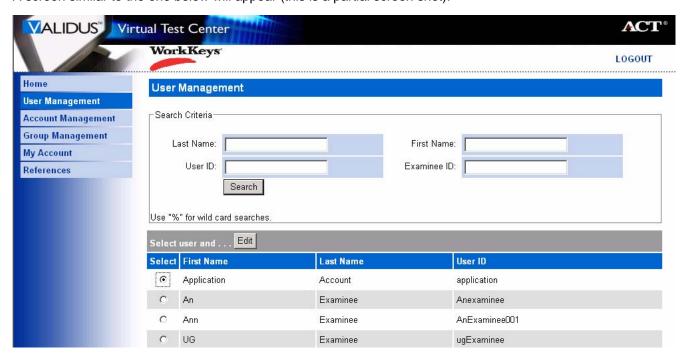
Login to the system as a Proctor.

Click on the User Management link in the navigation menu at the left.



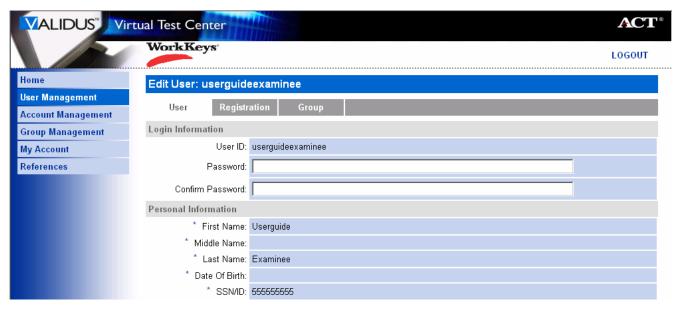
Note: You can enter an examinee's last name and click on the Search button to show only this examinee account. You can also use the % sign to bring up all registered users for your site. If the account you're searching for does not exist, the examinee will need to self-register before being assigned to a group. Self-registration is discussed later in this guide.

A screen similar to the one below will appear (this is a partial screen shot).



If an account does exist, click on the radio button in the Select Column next to the examinee's first name and click on the Edit button in the center of the screen.

A screen similar to the one below will appear (this is a partial screen).



Click on the Group tab located at the top of the screen.

The following screen will appear.



This screen will show the names of the groups that have been created by the Site Administrator for your organization. Click on the radio button in the Select column next to the name of the group to which you want to assign the examinee.

Click on the Add button. The examinee has now been added to this group.

You can remove the examinee from the group by following the same steps, except click on the Remove button.

To assign and authorize assessments by a group, follow the steps in the Authorizing Assessments section named Using Groups to Assign and Authorize Assessments.

Authorizing Assessments

Whether examinees are pre-registered or self-register (discussed later in this guide) to take assessments delivered via WorkKeys Internet version, all assessments must be authorized by either a Site Administrator or Proctor before examinees can begin testing.

Note: Once an assessment is authorized the examinee has **30 minutes** from the time of authorization to begin the assessment. If the examinee does not begin the assessment within the 30 minute window, the assessment will need to be authorized again. The 30 minute authorization period has been implemented to maintain security of the WorkKeys test forms.

Because it is unlikely that an examinee will be able to complete and start multiple assessments within the 30 minute testing window, we recommend that only one assessment is authorized at a time per examinee.

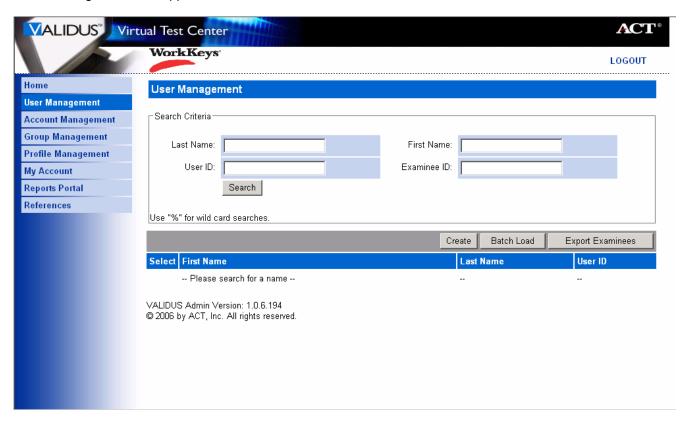
To authorize an assessment for a registered examinee:

The following directions apply to both Site Administrators and Proctors.

Login to the system as a Site Administrator or Proctor. The links in the navigation menu will vary depending on your assigned role.

Click on the User Management link in the navigation menu at the left.

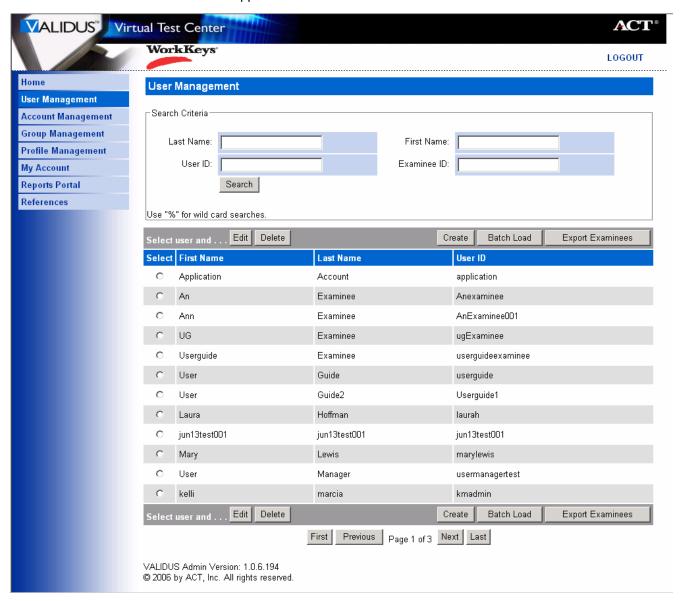
The following screen will appear.



Click on the Search button to display the users registered for your site. You can also enter search criteria in the fields to narrow your search. Using the % sign after a letter will bring up all users beginning with that letter.

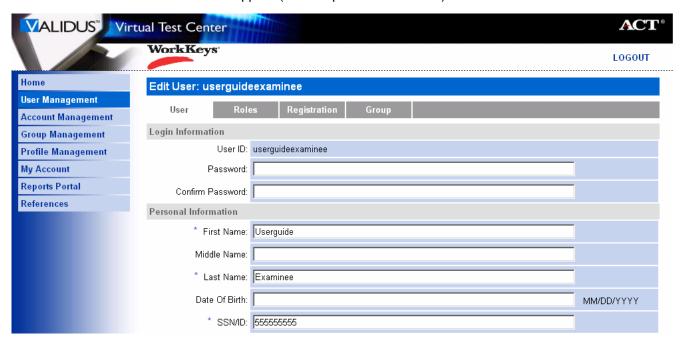
Note: The search results displayed will include <u>all</u> registered users for your site, including Site Administrators, Proctors, and examinees.

A screen similar to the one below will appear.



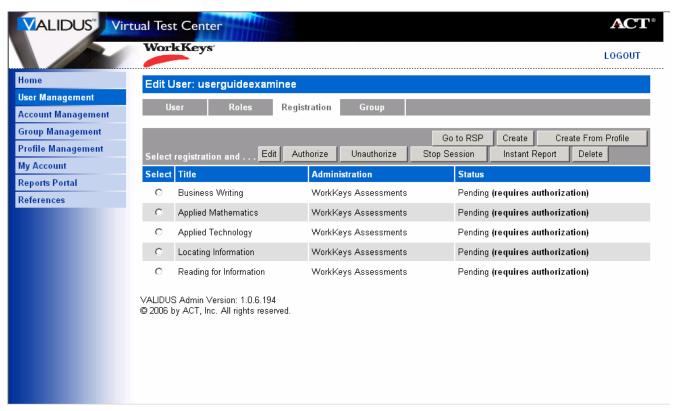
Click on the radio button in the Select column next to the first name of the examinee that you want to authorize. If you do not see the examinee name on this page, use the navigation buttons located at the bottom of the page to go to the next page of registered users. Click on the Edit button.

A screen similar to the one below will appear (this is a partial screen shot).

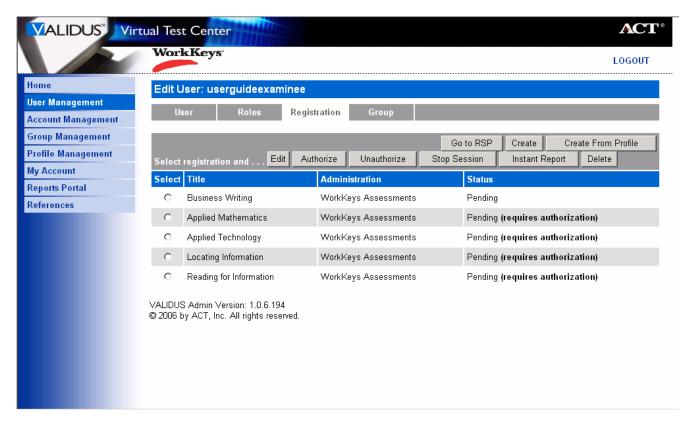


Click on the Registration tab located at the top of the screen.

A screen similar to the one below will appear.



This screen shows the assessments that this examinee is registered to take. Click on the radio button in the Select column next to the assessment title you wish to authorize. Click on the Authorize button located in the middle of the screen.

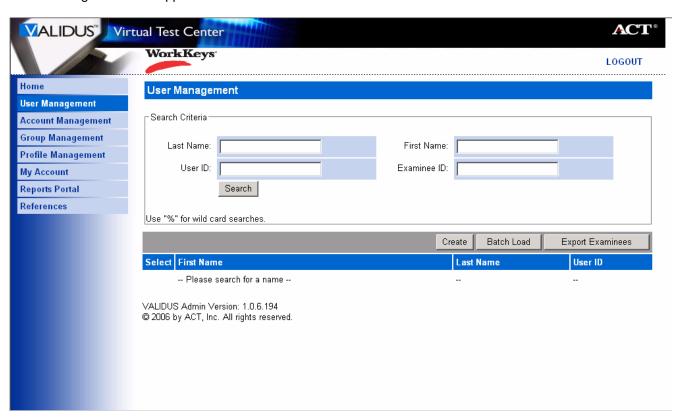


Note that once you click on the Authorize button, the assessment status will change under the Status column from "Pending (requires authorization)" to "Pending." In this example, the Business Writing assessment has been authorized. The examinee will now be able to launch this assessment via the examinee user interface.

Accommodated Testing Time (Extended Time)

Examinees that qualify for accommodated testing can be given extended test times to complete assigned assessments. Extended testing times are: Standard time x 1.5, Standard time x 2.0, and 3 hours.

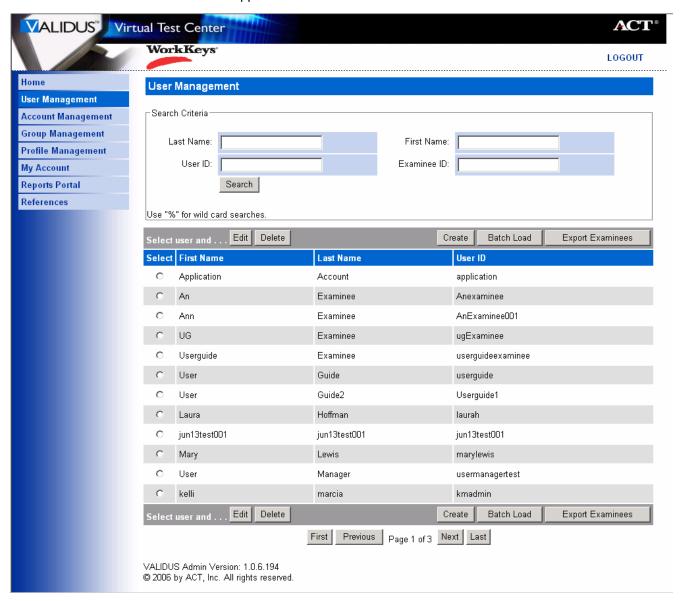
Click on the User Management link in the navigation menu at the left.



Click on the Search button to display the users registered for your site. You can also enter search criteria in the fields to narrow your search. Using the % sign after a letter will bring up all users beginning with that letter.

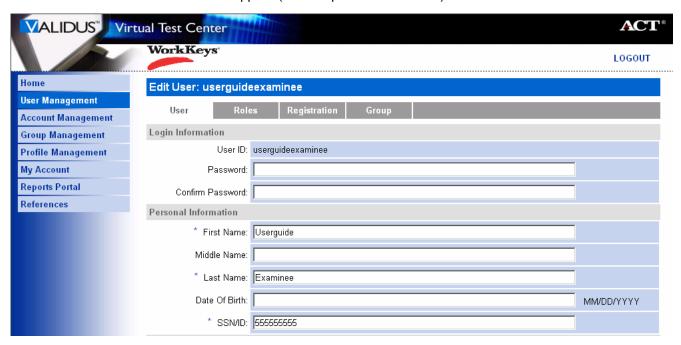
Note: The search results displayed will include <u>all</u> registered users for your site, including Site Administrators, Proctors, and examinees.

A screen similar to the one below will appear.



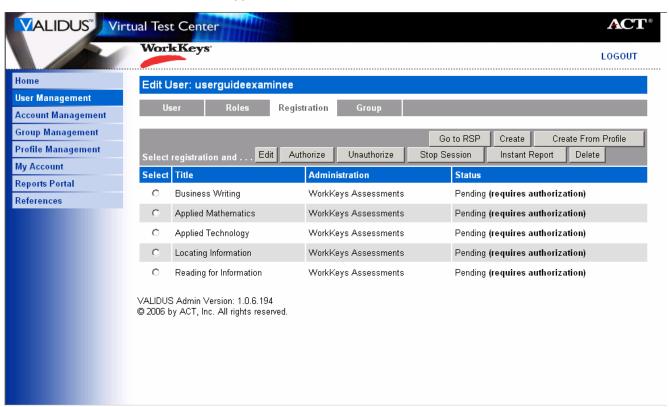
Click on the radio button in the Select column next to the first name of the examinee to which you want to assign extended testing time. If you do not see the examinee name on this page, use the navigation buttons located at the bottom of the page to go to the next page of registered users. Click on the Edit button.

A screen similar to the one below will appear (this is a partial screen shot).

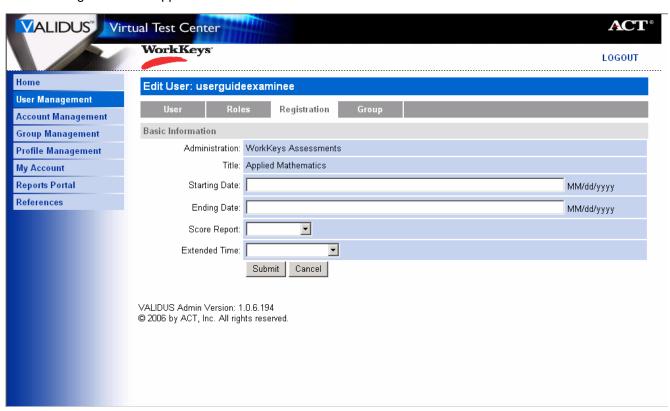


Click on the Registration tab located at the top of the screen.

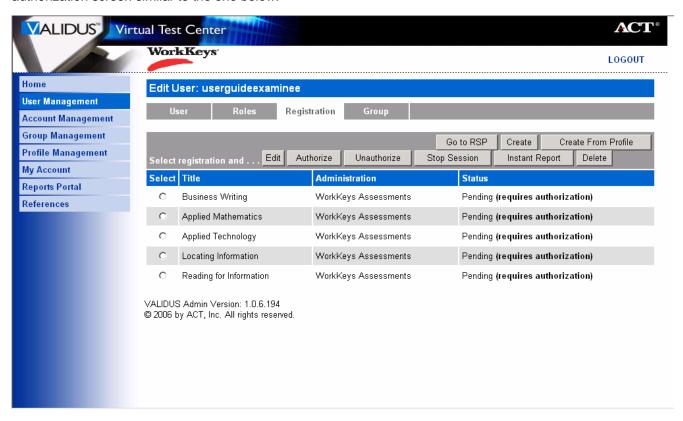
A screen similar to the one below will appear.



This screen shows the assessments that this examinee is registered to take. Click on the radio button in the Select column next to the assessment title for which the examinee requires extended testing time. Click on the Edit button located in the middle of the screen.



Click on the arrow at the end of the field to the right of Extended Time. A dropdown menu will appear. Select the correct extended testing time for this examinee and click on the Submit button. You will be taken back to the authorization screen similar to the one below.



Click on the radio button in the Select column next to the assessment name you want to authorize and click on the Authorize button.

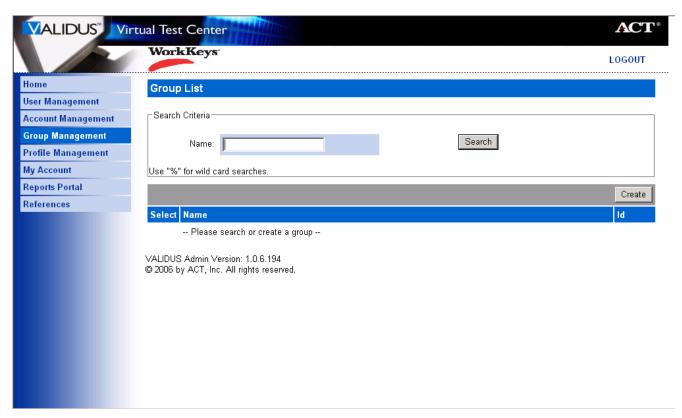
Using groups to assign and authorize assessments:

This feature allows a Site Administrator or Proctor to assign and authorize an assessment for a group of examinees in one easy step.

Login to the system as a Site Administrator or Proctor. The links in the navigation menu will vary depending on your assigned role.

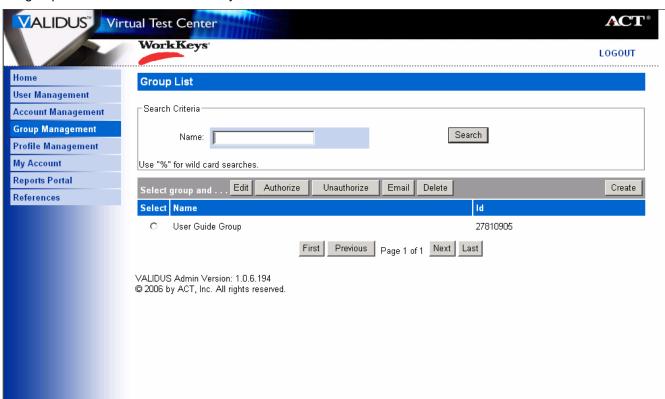
Click on the Group Management link in the navigation menu at the left.

The following screen will appear.



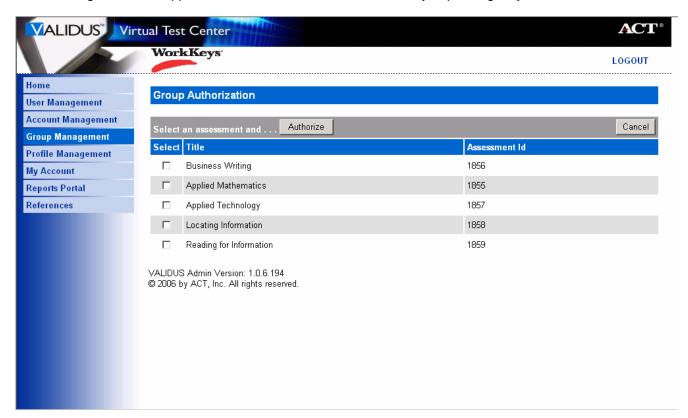
Click on the Search button located in the middle of the screen.

The following screen will appear. The buttons on this screen may vary depending on your user role. A list of all the groups that have been created for your site will be listed under the Name column.



Click on the radio button in the Select column next to the group name to which you want to assign and authorize an assessment. Click on the Authorize button located in the middle of the screen.

The following screen will appear. The assessments available will vary depending on your contract with ACT.



Click on the box in the Select column next to the assessment title that you want to authorize for the group. Remember that examinees have 30 minutes to launch the assessment once it has been authorized. Therefore, it is suggested that only one assessment be authorized at a time for the group.

Click on the Authorize button.

Score Reports

Various score reports are available for assessments delivered via WorkKeys Internet version. Site Administrators and Proctors are capable of generating and printing score reports for examinees. Instant Score Reports are available immediately after an examinee completes an assessment. Score reports available via the Reporting Portal are available within 24 hours; however, they may be available sooner. In addition to score reports, a report showing registered examinees for your organization is also available. A description of each report is listed below.

Definition of Level Score and Scale Score

Level Scores and Scale Scores can be reported on most reports; however, Scale Scores are not available for the Business Writing assessment and may not be available for some forms of the other WorkKeys Internet version assessments.

Level Scores—show what skill level an examinee has. Each level includes a broad range of skills. There are four or five skill levels in each assessment, and there is a range of raw (number correct) scores assigned to each level. It is estimated that a person who scores at a given skill level on a specific WorkKeys assessment would be able to correctly answer at least 80% of all the WorkKeys items possible for that level. This is because each WorkKeys assessment contains only a sample of all the items that could be written to assess that skill.

Scale Score—each Level Score can be broken into many smaller units, called Scale Scores. Scale Scores show small increments of change over time. In other words, although an examinee may remain at the same overall Level Score after taking the assessment another time, the number of items correct may have improved. Scale **Scores are used by educational institutions** to identify minor changes in scores from one testing time to another. They are also used to meet guidelines of federal programs for funding purposes.

Score Report Names and Descriptions

Instant Score Report: This report is available immediately after an examinee completes an assessment. The report shows the examinee's score for the assessment selected, as well as information about what the score means and how to access additional information about how scores can be used.

Note: In order to generate an Instant Score Report, you must have Adobe Acrobat Reader installed on each machine used to access this type of report. This machine must also be connected to a printer in order to print reports for the examinee.

The following score reports are available via the Reports Portal. Examples of each report can be found at the end of this guide beginning on page 78.

Individual Score Report: Reports a single examinee's Level Score on a selected assessment. A Scale Score, if this option is selected, can also be reported. Additional information about what the examinee's score means and where to find information on how to use scores is also included on this report.

Individual Score vs. Profile Report: Reports a single examinee's scores on assessments related to a selected profile. The assessments that are assigned to the profile, the profile Level Score, the examinee Level Score, and whether or not the profile has been met are reported.

Individuals Registered to Test Report: Lists examinees that are registered to test for your organization.

Roster Score Report: Lists all examinees for your organization that tested on a particular test date or during a particular date range. Level Scores (and Scale Scores, if selected and available) for each assessment that was taken by each examinee are reported.

Test Usage Report: This report should only be accessed by Site Administrators. The report lists the number of tests that have been given over a specified date range. This report can be used to verify billing.

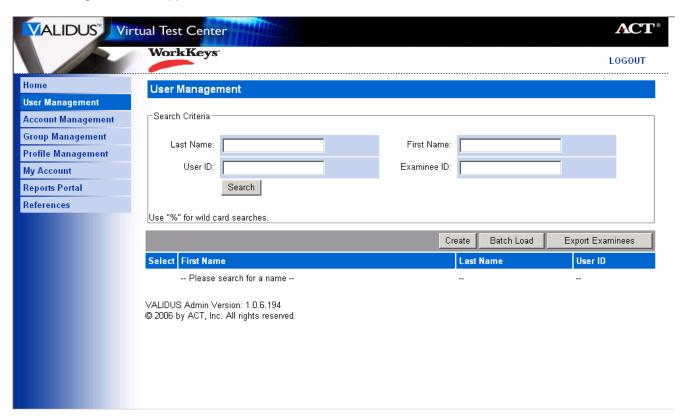
Generating Instant Score Reports

Instant Score Reports are generated using the VTC user interface.

Login to the system as a Site Administrator or Proctor. The links in the navigation menu will vary depending on your assigned role.

Click on the User Management link in the navigation menu at the left.

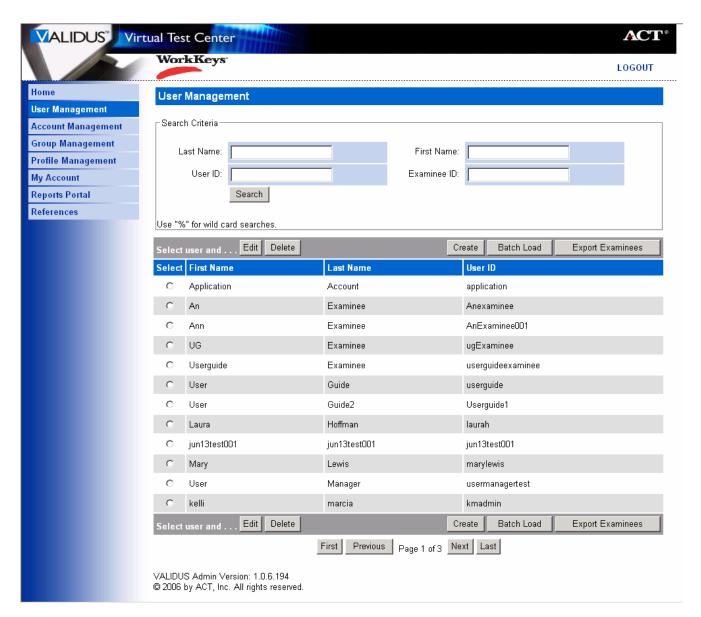
The following screen will appear.



Click on the Search button to display the users registered for your site. You can also enter search criteria in the fields to narrow your search. Using the % sign after a letter will bring up all users beginning with that letter.

Note: The search results displayed will include \underline{all} registered users for your site, including Site Administrators, Proctors, and examinees.

A screen similar to the one below will appear.

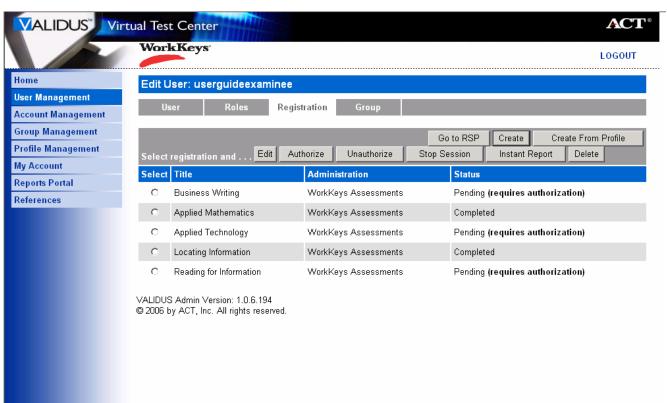


Click on the radio button in the Select column next to the first name of the examinee for which you want to generate an Instant Score Report. If you do not see the examinee name on this page, use the navigation buttons located at the bottom of the page to go to the next page of registered users. Click on the Edit button.



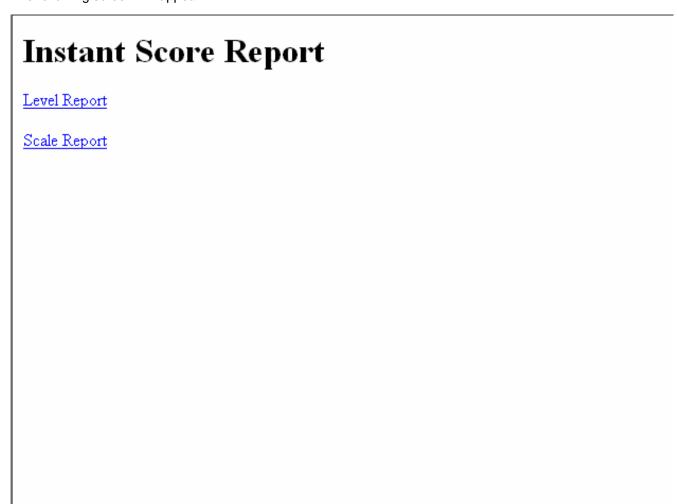
Click on the Registration tab located at the top of the screen.

The following screen will appear.



This screen shows the assessments that this examinee is registered to take and the assessments that have been completed. An Instant Score Report can be generated for any assessment that has a status of completed.

Click on the radio button in the Select column next to the assessment title for which you want to generate an Instant Score Report. Only one assessment can be selected at a time. Click on the Instant Report button located in the middle of the screen.



Click on the link for the type of report you want to generate. The report will open as a PDF.

Note: A Scale Score Report will show both Level and Scale Scores.

The following screen shot shows a sample Instant Score Report containing a Level Score for an examinee that has completed the Applied Mathematics assessment.

Page 1 of 1



Site: WorkKeys ES Template Report Date: Jul 26, 2006

WorkKeys Individual Score Report

Name: Examinee, UG

ID# 5555

Test Level Score Possible Range
Applied Mathematics 4 <3-7

WHAT YOUR SCORES MEAN

You scored at Level 4. People who score at this level can set up and solve problems involving two or more different mathematical operations (addition, subtraction, multiplication, or division) on several whole numbers, fractions, decimals, or percentages.

To improve your skills:

- * determine what information, calculations, and unit conversions are needed to solve the problem by examining the entire problem carefully; then estimate your answer.
- * set up and solve problems that involve multiple-step calculations on a mixture of whole numbers, fractions, decimals, or percentages.
- * perform operations on fractions with both like and unlike denominators, and calculate perimeter and area of basic shapes.
- * practice converting between English and metric systems, adding hours and minutes, and calculating percent discounts or markups.
- * check to be sure that you solved the problem that was posed and that your answer is reasonable.

HOW YOU CAN USE YOUR SCORES

For more information, visit www.workkeys.com



To print the Instant Score Report, click on the printer icon located in the menu bar at the top of the screen.



Repeat this process to generate an Instant Score Report for each assessment completed by an examinee.

To Generate Reports via the Reports Portal:

Login to the system as a Site Administrator or Proctor.

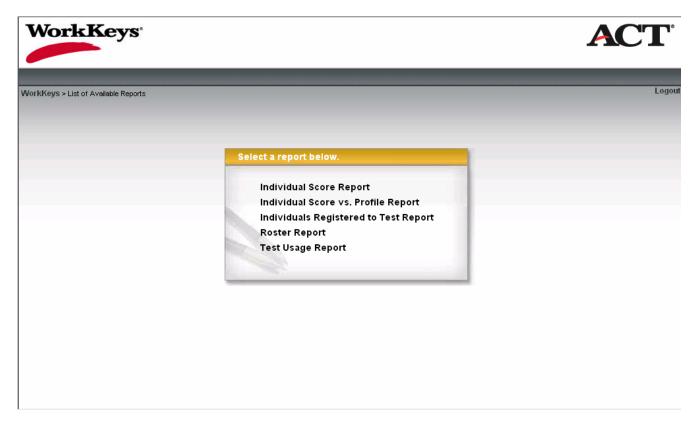
Click on the Reports Portal link in the navigation menu at the left.

The following screen will appear.



Enter the same User Name and Password you use to login to the VTC system. Click on the Login button.

The following screen will appear. This screen lists the names of the reports available via the Reports Portal. Click on a title (link) to select a report.



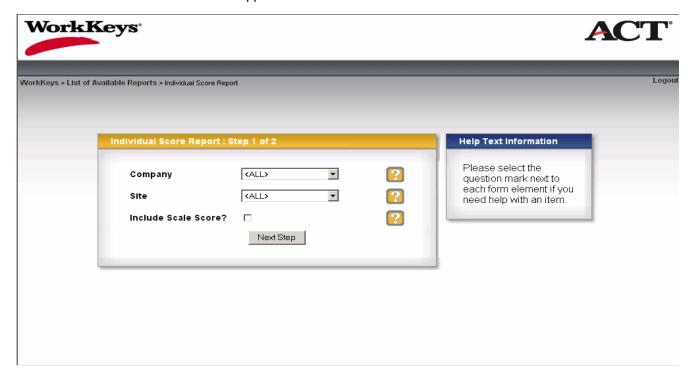
Reports are generated using the same basic steps.

Generating the Individual Score Report and Individual Score vs. Profile Report

The Individual Report will be used as the example.

Click on the name of the report you want to generate.

A screen similar to the one below will appear.



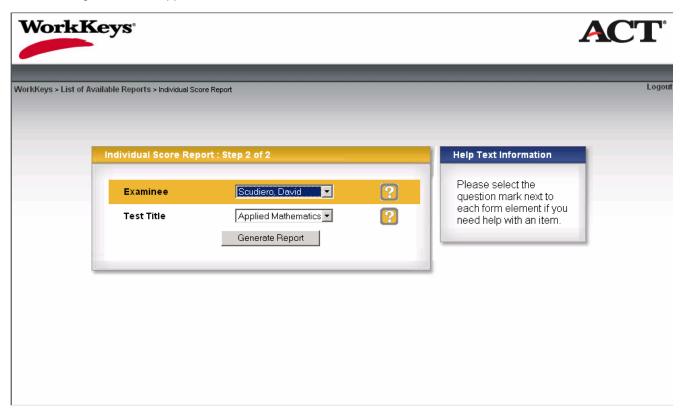
Select your company name from the dropdown menu next to Company.

Select the site for which you want to generate a report from the dropdown menu next to Site. Unless you have children sites that have been registered under a parent site, the only option to select will be <All>.

If you would like to include the Scale Score on a report, click in the box to select it. **Note:** This option is not available for the Individual Score vs. Profile Report.

Click on the Next Step button.

The following screen will appear.



Select the name of the examinee for which you want to generate a score report from the dropdown menu next to Examinee.

Select the test title for the test you want to include on the report from the dropdown menu next to Test Title. Only one test can be included on a report at a time. In other words, a separate Individual Score Report must be generated for each test the examinee has completed.

For the Individual Score vs. Profile Report, rather than selecting a test title, you will select a profile title from the dropdown menu next to Profile.

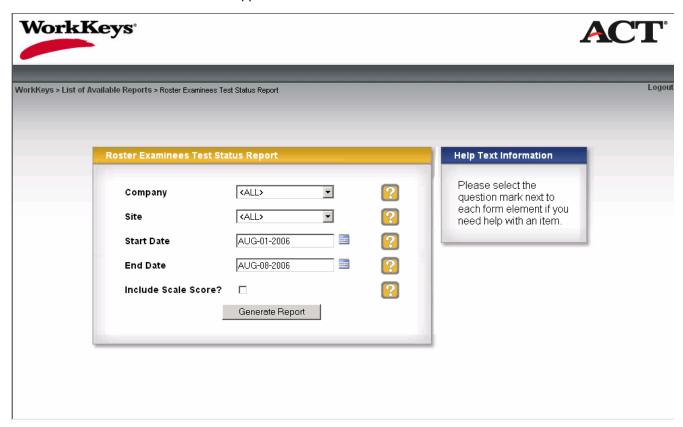
Click on the Generate Report button. The report will appear as a PDF. Please see the sample reports beginning on page 78 of this guide.

Generating the Individuals Registered to Test Report, Roster Report, and Test Usage Report

The Roster Report will be used as the example.

Click on the name of the report you want to generate.

A screen similar to the one below will appear.



Select your company name from the dropdown menu next to Company.

Select the site for which you want to generate a report from the dropdown menu next to Site. Unless you have children sites that have been registered under a parent site, the only option to select will be <All>.

You can narrow the information that will be presented on your Roster Report by setting a date range. The information on the report will only include the examinees that tested during this date range.

If you would like to include the Scale Score on a Roster Report, click in the box to select it.

Click on the Generate Report button.

Click on the Generate Report button. The report will appear as a PDF. Please see the sample reports beginning on page 78 of this guide.

Note: The Test Usage Report if for ACT Internal use only.

Examinee User Interface

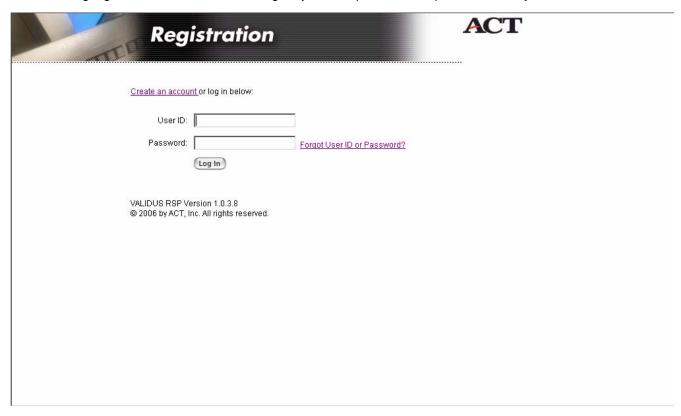
This section can be copied and given to examinees and Proctors for use during testing.

Note: Each Site Administrator has been e-mailed a specific URL that is used to access the Examinee User Interface section of VTC for your organization. This URL should be entered into the Internet browser on each computer used for testing so that the login is on screen when examinees arrive to test.

Pre-registered Examinee Login

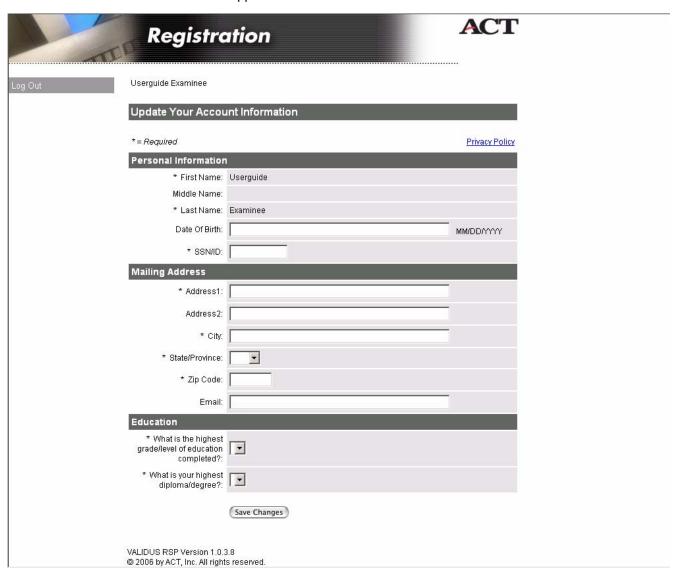
Your test administrator can tell you if you are pre-registered for testing. If you are pre-registered, you will be given a User ID and Password that is to be used to log in to the computer you will use for testing. If you have not been pre-registered, please skip to the Self-Registration section.

The following login screen should be showing on your computer. If not, please contact your test administrator.



Enter the User ID and Password exactly as it was given to you by your test administrator. Click on the Log In button.

A screen similar to the one below will appear.

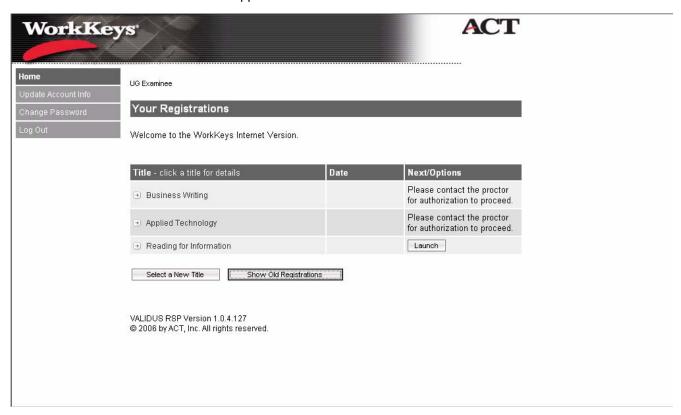


Note: Please take time to click on the Privacy Policy link located at the top right of the screen before continuing.

In order to take an assessment, you must review your personal information that was entered into the system when you were pre-registered to test. Please update any incorrect information at this time. You may also be asked to complete some required fields before being allowed to begin an assessment.

Click on the Save Changes button to continue.

A screen similar to the one below will appear.



This screen lists all of the WorkKeys assessments that you are registered to take. Before you can take an assessment, the test administrator must authorize the assessment for you. An assessment that has been authorized will have a Launch button in the Next/Options column. If you do not have an authorized assessment, and you are ready to begin testing, contact your test administrator.

To begin an assessment, click on the Launch button.

A screen listing the assessment title you are taking will appear.



Welcome to the Reading for Information Test







Follow the on screen instructions to proceed with taking the assessment.

At the end of the assessment you will be directed back to your registration screen. A similar screen is shown below.



Click on the refresh button on the browser tool bar. The screen will now list the remaining WorkKeys assessments that you are registered to take.

Contact your test administrator and tell him/her that you are ready to being another assessment. The test administrator will authorize your next assessment. Follow the directions above to launch and complete the next assessment.

Once you have completed all of your assessments, please contact your test administrator. You will be required to leave all materials used during your testing session at the testing site.

WorkKeys® Testing Irregularity Report

The following form should be used to record any test administration irregularities that may affect user scores or the interpretation of the WorkKeys results, or that result in voiding one or more assessments. One form may be completed to report an irregularity that affects an entire group of examinees (e.g., power failure, fire drill, network failure, etc.); however, the name of each examinee affected should be entered into the "Name of Examinee" field. A separate form must be completed for each examinee experiencing a different irregularity (e.g., sudden acute illness of an examinee, user questions an item, user is using an unauthorized testing aid, etc.)

NOTE: Always keep a copy of your completed form on file for future reference.

Name of Site	Room Name/Number				
City	State Zip				
City	State Zip				
Name of Examinee	Time of Incident and Description of Irregularity				
Administrator Name (Please Print)					
Signature of Administrator	Date				

VTC User Roles and Rights

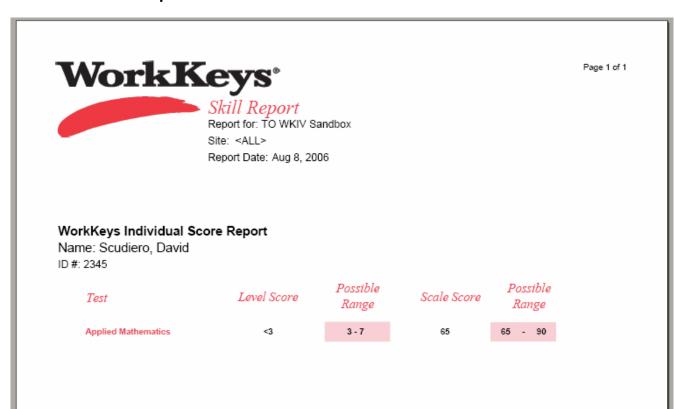
The following table shows the different user roles that can be assigned to sites using the VTC system. The main name of the role, the names of the roles as assigned in VTC, the navigation menu items that are present on the VTC screen and a list of the rights/functions that are assigned to each role are listed.

Main Role Name (as referred to in this guide)	User Roles Assigned in VTC System	Navigation Menu Items	Rights/Functions Associated with Menu Items		
Site Administrator	 Account Manager Examinee Proctor Profile Manager Portal Manager User Manager 	Home User Management	 VTC Welcome page Create, read, edit, and delete user accounts within an organization's site Assign and edit user roles Assign and authorize assessments 		
		Account Management	 Disable, lock, and unlock user accounts within an organization's site Reset user account password 		
		Group Management	 Create and edit groups within an organization's site Add and delete users from a group Authorize testing by group 		
		Profile Management	 Create and edit profiles within an organization's site Assign profile to examinee user account 		
		My Account	Update personal user account informationChange passwordView assigned roles		
		Reports Portal	Create and print a variety of score reports		
		References	Access VTC help references		
Proctor	Account ManagerProctorPortal Manager	Home	VTC Welcome page		
		User Management	View user (proctor and examinee) accountsAuthorize assessments		
		Account Management	 Disable, lock, and unlock user accounts (proctor and examinee) within an organization's site Reset user account password 		
		Group Management	Assign examinee accounts to a groupAuthorize testing for a group		
		My Account	 Update personal user account information Change password View assigned roles 		
		Reports Portal	Create and print a variety of score reports		

Main Role Name (as referred to in this guide)	User Roles Assigned in VTC System	Navigation Menu Items	Rights/Functions Associated with Menu Items
		References	Access VTC help references
Examinee	• Examinee	Home	VTC Welcome page Launch authorized assessments
		My Account	Update personal user account information Change password
		References	Access VTC help references

Reports Portal Sample Score Reports

Individual Score Report



WHAT YOUR SCORE MEANS

Your score on the Applied Mathematics test does not show that you now have the skills to score at Level 3 or above. To improve your skills:

- * practice reading the entire problem carefully and deciding whether to add, subtract, multiply, or divide.
- * figure out what you need to know to solve the problem.
- * estimate the answer before you calculate
- * work on changing among fractions, decimals, and percentages.
- * work on changing between units of dollars and cents.
- * check your work to see if you answered the question that was asked and if your answer is reasonable. Ask yourself if the units are correct, and see if your answer is near your estimate.

HOW YOU CAN USE YOUR SCORES

For more information, visit www.workkeys.com



Individual Score vs. Profile Report

A sample report is not available at this time.

Roster Report



Page 1 of 1

Skill Report
Report for: TO WKIV Sandbox

Site: <ALL>

Report Date: Aug 8, 2006

WorkKeys Roster Report

Aug 1, 2006 - Aug 8, 2006		Applied Mathematics	Applied Technology	Business Writing	Locating Information	Reading for Information
Test		Range	Range	Range	Range	Range
		<3-7	<3-6	0-5	<3-8	<3-7
Name	ID#	Level Score	Level Score	Level Score	Level Score	Level Score
freestest3, freestest3	s003	-	-	-	<3	-
Intester001, fntester001	3333	7	5	-	4	4



Individuals Registered to Test Report

A sample report is not available at this time.

Test Usage Report

WorkKeys^{*} Page 1 of 1 Skill Report Report Date: Aug 8, 2006 WorkKeys Test Usage Report Aug 1, 2006 - Aug 8, 2006 WorkKeys Skill Areas Client Account # RFITO WKIV Sandbox TO WKIV Sandbox 1 All Site Totals: 1 0 2 All Company Totals: